

# ECONOMY AND ENVIRONMENT OVERVIEW AND SCRUTINY PANEL

# Panel Report

**Public** 

Date of Meeting: 13<sup>th</sup> September 2012

Title: Corporate Plan

Report of: Policy and Communications Manager

Report reference: PPP 12/12

#### **Summary:**

This report presents details about the development of the new Corporate Plan and the indicative timetable for this work. It also introduces the Panel to the Service Standards that will help measure our performance and customer satisfaction.

### **Questions for / input required from Scrutiny:**

- 1. Consider and comment on the structure and proposed content of the Plan.
- 2. Consider and comment upon the timetable for drafting the Plan, including how Scrutiny can be involved in the process.
- 3. Consider the Service Standards and refer comments to the Scrutiny Chairs Group on the content and layout of future Corporate Plan reports.

Contact Officer: Steven O'Keeffe Ext: 7258

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

#### 1. BACKGROUND INFORMATION

A summary of the progress made in the delivery of the Corporate Plan Key Actions and the Corporate Plan 2010-2013 were provided in the 2011/12 End of Year Performance Report to the Panel on 14 June. Members agreed that the Scrutiny Chairs Group would give consideration to the content and layout of future Corporate Plan reports.

With the Corporate Plan 2010-2013 drawing to an end, work has begun to develop a new Corporate Plan and performance framework. It is important that Scrutiny members have the opportunity to contribute to the development of the Plan and consider how the priorities of the Council can assist the programme of work and financial challenges anticipated over the next few years.

#### 2. STRUCTURE OF THE NEW CORPORATE PLAN

The new Corporate Plan will set out the Council's vision for Carlisle and priorities for action. The Plan will provide more detail on the programme of work to deliver the priorities, a set of principles that will guide how the Council works and the Service Standards we aim to provide for our customers.

Each of the priorities will initially have a set of actions that will aim to be delivered in the next six months (to end of March 2013). This will align the Plan with the budget year, and future actions that develop can fit into the budget planning process.

#### Service Standards

Standards in the services we provide help define what our customers can expect from us and remind our managers and employees of the challenges and obligations we face. With this in mind we have developed a list of Service Standards that we believe affect our customers the most, and standards by which we can be held to account. They are based on timeliness, accuracy and appropriateness of the service we provide in key areas.

It is not our intention to measure Service Standards' performance solely against targets. Our current performance already exceeds some of the Nationally-set targets; although we are satisfied with that achievement we feel that achievement of locally agreed service standards are of more relevance.

We will measure our performance on a monthly basis and display the standards in the Civic Centre reception, as well as publishing them on our website (see <a href="https://www.carlisle.gov.uk/council-and-democracy/performance-management/service-standards.aspx">www.carlisle.gov.uk/council-and-democracy/performance-management/service-standards.aspx</a> ). Senior Management Team will review our performance on a monthly basis.

The baseline figures for our current Service Standards for July 2012 are attached below as Appendix 1. The Policy and Communications Team are preparing the figures to be published for August 2012. Members are asked to consider the standards and refer any comments to the Scrutiny Chairs Group for their review of future Corporate Plan reports.

### **Management Information**

As well as the list of Service Standards – that may be viewed as quite high-level – several other measures exist that are monitored either by the team(s) directly delivering the service, or through the corporate performance management process.

It is intended that every team within the five Directorates of the City Council will have some measures in place that will help them continually improve the service they provide. This will include a value for money measure and a measure of customer satisfaction. These measures will be monitored through the team's service plan.

#### Principles/values

The future vision for the Council's staff is that they are supported in their jobs, encouraged to develop, be innovative and take responsibility. The Council is developing a set of principles for staff that will support them, guide behaviours and help them perform to the best level.

The Council is working on a process to develop the principles drawing on other authorities' experiences. It is proposed that the principles will be developed and agreed by staff. They will be supported by management and the organisation to ensure that employees can use the principles every day in their work. The feeling valued survey and follow-up work, development of a management competency framework and improved internal communications will also help to embed the values across the authority.

#### 3. TIMETABLE FOR DEVELOPING THE CORPORATE PLAN:

Portfolio Holders and Directors are reviewing the priorities and actions within the Plan and an initial draft will be considered by Joint Management Team on 13<sup>th</sup> September. This meeting will also agree the next stages of development, including the consultation process and future monitoring. Overview and Scrutiny has been included at the earliest possible opportunity, as they have an important role in developing the Corporate Plan. The Plan will also be presented to our partners and community for discussion.

An outline timetable for consideration of an initial draft is:

Joint Management Team	13 <sup>th</sup> September 2012
Management Briefing	3 <sup>rd</sup> October 2012
Community Overview and Scrutiny Panel	11 <sup>th</sup> October 2012
Resources Overview and Scrutiny Panel	18 <sup>th</sup> October 2012
Economy and Environment Overview and Scrutiny Panel	25 <sup>th</sup> October 2012
Executive	19 <sup>th</sup> November 2012
Consultation with the public and Council partners	To be confirmed
Full Council	To be confirmed
Management briefings	To be confirmed

### Impact assessments

# Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?	Yes	Positive
Age	Yes	Positive
Disability	Yes	Positive
Race	Yes	Positive
Gender/ Transgender	Yes	Positive
Sexual Orientation	Yes	Positive
Religion or belief	Yes	Positive
Human Rights	Yes	Positive
Health inequalities	Yes	Positive
Rurality	Yes	Positive

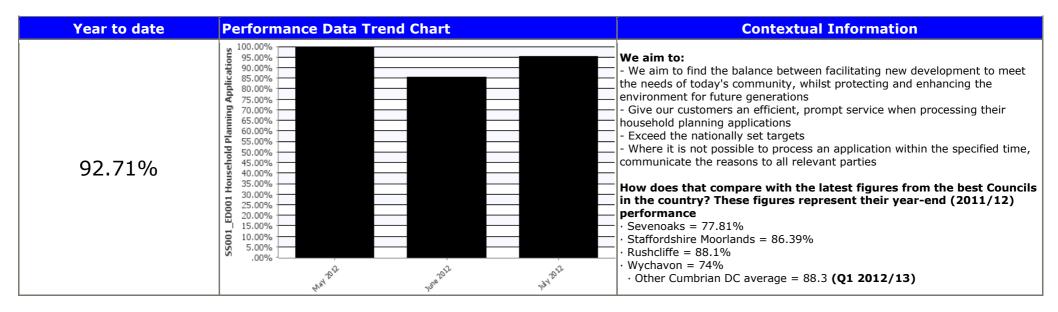
f you consider there is either no impact or no negative impact, please give reasons:			

If an equality Impact is necessary, please contact the P&P team.

## **APPENDIX 1: Service Standards Baseline Figures (July 2012)**

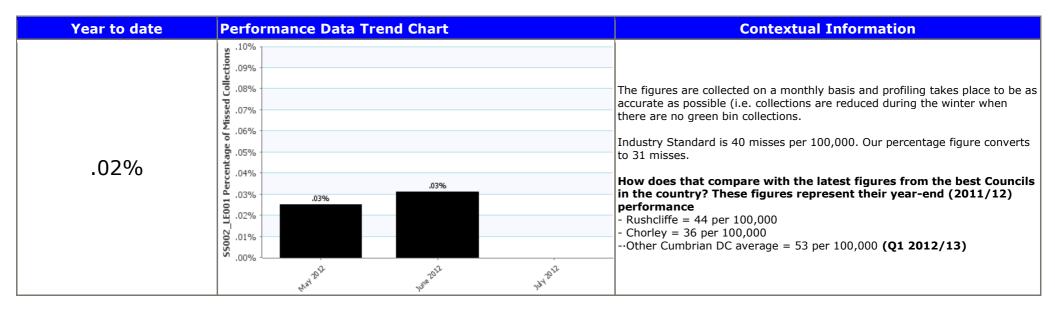
# Service Standard - Percentage of Household Planning Applications processed within eight weeks





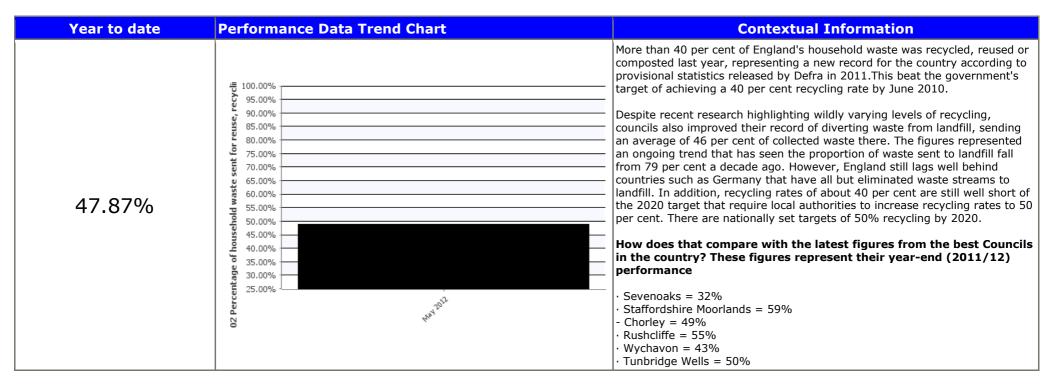
# **Service Standard - Percentage of missed waste or recycling collections**





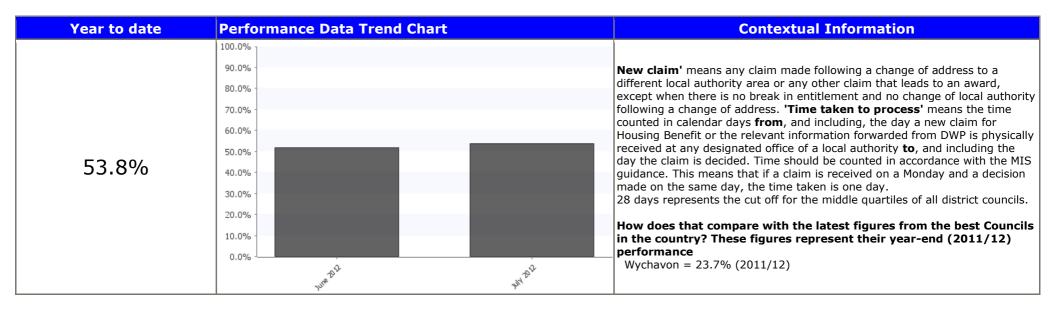
# **Service Standard - Percentage of household waste sent for recycling**





# Service Standards - Processing new benefit claims in less than 28 days





### **Agenda Item No:**

# **Service Standard - Overall satisfaction with council services**



