

Policy and Best Value Division

Corporate Key Tasks (continued)

C4	Establish training and development plans for employees	Build on the training and development plans established in 2001	March 2002
D1	Establish a LSP to develop and implement the Community Strategy.	Discuss with key stakeholders following initial member awareness/development event	March 2002
D2	Develop and implement proposals for e-government	Support the development and implementation of proposals for electronic service delivery in line with IEG strategy – annual programme	March 2002
D4	Develop a strategic approach to the procurement of goods and services that includes the adoption of 'Egan' principles	Develop a procurement strategy (see also B4 above) with the support of the corporate Best Value working group and the Capital Strategy working group	March 2002
E1	Continue to implement the programme of Best Value Reviews	Support and monitor progress on Best Value Reviews through the corporate working group and the Council's Overview and Scrutiny Committees	On-going
E3	Continue to develop arrangements for performance management	Develop and support an organisation wide performance management framework linked to corporate and service planning processes and the use of national and local indicators of performance.	June 2002
E4	Review the existing consultation strategy	See also B4 above	March 2002
F1	Make full and effective use of the South Derbyshire Citizens Panel	Maintain and develop the Panel database and promote the use of the Panel throughout the organisation.	On-going

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Policy and Best Value Division

Corporate Key Tasks (continued)

Ref.	Critical Success Factor	Action	Timescale
F3	Promote a 'right first time' ethos within the organisation	Produce corporate guidance on service quality and standards for incorporation in corporate and service planning.	June 2002
F4	Improve on current levels of customer satisfaction	Monitor and report on levels of customer satisfaction (linked to Best Value reporting requirements) Use Citizens' Panel to explore areas for improvement	March 2002/3
H3	Develop and implement policies to promote equal opportunities in employment and service delivery	Review Equal Opportunities Policy Statement and Action Plan in the light of new legislation and national guidance	September 2002
I1	Achieve at least 50% of the targets set for Best Value and Audit Commission performance indicators	Monitor and report on achievements against targets (linked to Best Value reporting requirements). See also E3 above.	March 2002/3
I2	Improve performance in the areas where the Government has set national standards and targets	As above.	March 2002/3
I4	Obtain a satisfactory and unqualified report on the Best Value Performance Plan	Comply with statutory guidance (especially publication requirements)	June 2002/3

Departmental Key Tasks

Departmental Key Task	Action	Timescale	Key Aim
No departmental key tasks have been identified due to the corporate nature of the work undertaken by the Division.			

Policy and Best Value Division

Service / Ongoing Key Tasks

Service Key Task	Action	Timescale	Key Aim
Best Value	<ul style="list-style-type: none"> • Publish BVPP by statutory deadline and in accordance with statutory guidance • Publish Statement of Action following the audit of the BVPP • Respond to recommendations made by the District Auditor in respect of the BVPP • Monitor implementation of completed Year 1 and 2 Reviews (linked to the work programmes of the Council's Overview and Scrutiny Committees) • Provide support and assistance to remaining Year 2 and Year 3 Reviews • Provide training to Review Teams on corporate Best Value guidance (in consultation with the Council's Employee Development Officer) • Develop a mechanism for independent 'reality checks' on Best Value Reviews in consultation with Internal Audit • Promote Best Value 'message' throughout the organisation 	<p>March 2002/3</p> <p>July 2002</p> <p>March 2003</p> <p>Approximately quarterly</p> <p>On-going</p> <p>On-going</p> <p>March 2002</p> <p>On-going</p>	5, 6 (all)

Policy and Best Value Division

<p>Policy development</p>	<ul style="list-style-type: none"> • Scope key areas - risk, corporate governance, equal opportunities, quality standards • Establish arrangements to respond to new policy initiatives from Government and partners 	<p>March 2002 June 2002</p>	<p>5, 6 (all)</p>
<p>Performance Management</p>	<ul style="list-style-type: none"> • Make arrangements for the collection, audit and publication of the 2001/02 Best Value PIs • Co-ordinate the monitoring and production of Service Plans and report to Chief Executive and CMT • Monitor implementation of the Corporate Plan on a quarterly basis and report to Chief Executive and CMT • Re assess the organisation using the EFQM Excellence Model 	<p>September 2002 June and November 2002 from March 2002 September 2002 July 2002</p>	<p>5, 6 (all)</p>
<p>Community Planning</p>	<ul style="list-style-type: none"> • Establish inter service working group to develop the Community Strategy with external partners. • Continue to contribute to the work of the Derbyshire Partnership Forum • Assist with the process of establishing a Strategic Sub Regional Partnership 	<p>December 2001 On-going On-going</p>	<p>1,2,3,4, 7,8 (all)</p>
<p>Support for Overview and Scrutiny</p>	<ul style="list-style-type: none"> • Provide 'technical' support to Overview and Scrutiny Committees for policy development (e.g. research, analysis of data, report writing etc.) • Provide and co-ordinate reports on Best Value Reviews and other Best Value issues 	<p>On-going On-going</p>	<p>1 – 8 (all)</p>

6.0 PERFORMANCE INDICATORS AND TARGETS

Best Value Performance Indicators

6.1 The table below shows the Best Value Indicators that relate to the service provided within this division.

Best Value Indicator	Actual 99/2000	Actual 2000/01	Estimate 2001/2	Target 2002/3	Government Target 2004/5
BVPI 1: Has the Local Authority established a timetable for preparing a community strategy that works towards a long term sustainable vision for the area? YES/NO <i>(NB: This indicator is proposed to be changed for 2002/03 to focus on the strategy rather than the timetable)</i>	N/A	N/A	YES		None set
BVPI 2: The Level of the Commission for Racial Equality's 'Standard for Local Government' to which the Authority conforms <i>(NB: This indicator is proposed to be changed for 2002/03 to address all aspects of equality)</i>	0	0	0		None set

Local Performance Indicators

6.2 The table below shows the local indicators that the Division will use to measure its performance.

Local Indicator	Estimate 2001/2	Target 2002/3
Community Strategy in place		March 2003
The level of the Equality Standard for Local Government in England to which the Council conforms	0	1
Best Value Performance Plan - opinion by District Audit	Unqualified	Unqualified
Number of Items on Best Value/performance management in 'Inside Out' and Members' Bulletin		12 (1 per edition)
Average annual response rate from the South Derbyshire Citizens Panel	N/A	75%

7.0 STAFFING STRUCTURE AND WORK ORGANISATION

7.1 The Policy and Best Value Division is part of the Development Services Department.

7.2 It is a small team comprising:

- Policy and Best Value Manager
- 2 no. Policy and Best Value Officers

7.3 The nature of the work undertaken by the Division means that many tasks are undertaken jointly with colleagues in other Divisions.

7.4 There is co-operation with the County Council and other Derbyshire districts in a number of areas (e.g. work on Best Value, consultation/user satisfaction surveys, community planning etc).

8.0 OTHER RESOURCES

Revenue Expenditure

The table below shows the committee spending managed by the Policy and Best Value Manager.

Policy and Best Value Division	Gross Spending	Income	Net Spending
CA3: Corporate Management (part)	72,500	0	72,500
HD1: Economic Development Promotions (part)	620	0	620
Total Committee Costs	73,120	0	73,120

Central Departmental Costs – recharged to committees

The Council has a system of central establishment charges. This means that costs related to the Division are charged first to a holding code and then recharged to committees. The table below summarises these costs.

Policy and Best Value Division	Gross Spending	Income	Net Spending
Total Central Support Costs	156,060	0	156,060

Capital Expenditure and Assets

None.

