

FINANCE SERVICES DIVISION

4. UNFINISHED TASKS

Activities not completed to targets as set out in the initial plan are detailed below.

ACTION	EXPLANATION
Best Value Review into Finance Services	Work completed, but final report and action plan scheduled for March 2003, has slipped by a couple of months to May 2003.
Reviewing opportunities to reduce overall borrowing costs	Little work undertaken on the use of Money Market Funds and on debt rescheduling. However, these have been identified as tasks in next year's service plan.

5. 2002/2003 PERFORMANCE INDICATORS

INDICATOR	2001/02 (actual)	2002/03 (target)	2002/03 (actual)
BVPI 8 – the percentage of undisputed invoices for commercial goods and services, which were paid by the Council within 30 days of such, invoices being received.	94.0%	97.5%	92.2%

Notes on Performance Indicators

- a) Although the Division is responsible for improving performance in the payment of invoices, it is reliant upon the co-operation of all other Divisions to process invoices to the payment stage, as quickly as possible.
- b) Improving performance in this area was a key issue arising from the Best Value Review. Consequently, a separate action plan has been drawn up with appropriate targets to improve performance to 2005 and beyond.
- c) There are currently no local indicators in place. However, several indicators have been recommended in the Best Value Review, and these will be implemented subject to approval of the final report.

FINANCE SERVICES DIVISION

6. LESSONS LEARNED

The procurement of the new financial management system was the first major IT and associated services project to be subject to European Procurement Procedures at the Council. From drawing up original specifications through to evaluating tenders for price and quality, required a logical and disciplined approach lasting around 9 months.

The actions and major milestones that evolved have been summarised in a brief, and are commended as a framework/guide for future procurements that are subject to this route. Consequently, it has been shared with the Council's senior management via the Corporate/Divisional Manager's Group.

**REVENUE DIVISION
SERVICE PLAN 2002/2003**

FINAL REPORT (MARCH 2003)

SERVICE DESCRIPTION

The Division is responsible for the collection and recovery of Council Tax and the National Non-Domestic Rate, the administration of the Housing and Council Tax Benefit Scheme along with the provision of remittance processing facilities and the administration of the Concessionary Fares Scheme.

THE YEAR IN CONTEXT

The following items reflect the main achievements during 2002/03:

- The formation of the Joint Committee for Revenue and Benefit service provision will result in the introduction of modern computer systems provided through a partnership between local authorities and the service providers. It will also form the platform for fundamental developments in the way in which the services will be delivered. This will embrace a modern interface with our customers.
- The continuing elimination of the benefit backlog and the high performance is a direct result of the joint approach taken by members, management, staff and claimants. We now offer a high level of service to our claimants with complete applications being dealt within very short timescales.
- All the issues identified in the implementation plan of the Cash Office Best Value Review were introduced on time, thus rationalising and modernising the service in line with the findings of the review.
- A new set of leaflets for the benefit service has been introduced, developed in partnership with other authorities for whom they are produced here using the facilities of the print room. These leaflets offer advice to customers and incorporate an application form if appropriate.
- The extensive use of debit/credit card payments throughout the authority using a secure IT system developed in-house. This has improved the service offered to customers in a number of areas.
- The maintenance of performance indicators giving favourable comparison with top performing councils

ACHIEVEMENTS

ACTION	OUTCOMES
<i>Corporate Key Tasks</i>	
Production of Service Plans and report on progress against plan	Service Plans have been produced along with progress reports
Improve Morale	The issues covered in the service plan improve the service that is offered to the customer, thus laying the foundations for a service that staff members can be proud of. Replacement computer systems, once introduced, will give staff control over the workload and an improved service to customers. Ensuring feedback on a regular basis on team and individual performance is provided to all staff within Revenues achieved by Team Briefings and the PDR process

ACTION	OUTCOMES
Improve Communication	The Best Value process has involved the staff, stakeholders and customers in the shaping of the future of the service along with the regular staff briefings.
Establish Training and Development Plans	All staff within Revenue Services have a training and development plan. This should ensure a high quality of service to our customers
Develop and implement the proposals for e-government	Revenue Services, with its large customer base, is at the forefront of many of the developments that are taking place as e-government is developed and introduced. There is a considerable presence on the web-site
Implement Programme of Best Value Reviews	Revenue Services is part of the current Financial Services review
Make full use of the Citizens Panel	The citizens panel was used as part of the Best Value process to ascertain customer satisfaction levels
Implement the Absence Management Policy	This policy has been implemented within Revenue Services. There has been a dramatic reduction in sickness levels
<i>Departmental Key Tasks</i>	
<i>Revenues and Benefits</i>	
Maintain existing processing and recovery performance	Benefit processing times and recovery performance have been maintained. Benefit applicants receive a speedy service. Recovery procedures follow a strict timetable.
Issue and update publicity leaflets on services	All benefit leaflets have been issued (jointly with other authorities). This has produced a suite of informative leaflets/application forms giving clear information for applicants
Keep up to date with new legislation/regulations affecting service	This is achieved on an on-going basis. It is important to ensure that the legislation is administered correctly and customers are given correct information
Develop consortium arrangements for the replacement of the existing system and commission replacement revenues and benefits systems	This project is well advanced with a proposed implementation date during October, 2003. It is anticipated that this will provide a modern web-enabled system to enhance our service to our customers
Implement new Government proposals (for benefits)	The tax credit changes have been implemented ensuring that applicants receive the correct amount of housing and council tax benefit
Further develop monitoring mechanisms and maintain existing recovery levels	Regular arrears analysis produced each month and collection rates have been maintained
Review existing benefits procedure in preparation for future B.F.I. visit	Ongoing and combined with work carried out on the HB/CTB Performance Standards and that self-assessment process. This is to ensure that every authority works towards the national standards thus improving the quality of the benefit service

ACTION	OUTCOMES
Prepare half-yearly reports on work of Benefit Fraud team for review by Finance & Management Committee	Achieved on a six-monthly basis. The work of the team is included and details of the ways the authority is combating fraud. This ensures that benefit is given only to those who are entitled to it
Extend debit and credit card payments across council services	Achieved – now available in all relevant services. This convenient method of payments is now available over a wide range of services, speeding up the response times to customer requests
Continue to process concessionary fare applications	Day to day applications are processed and the scheme extended to men over 60. Whilst there has been a relatively low response top date, all those who applied received their passes promptly
Service Key Tasks	
The monitoring of national and local indicators is carried out on a weekly/monthly/quarterly/annual basis as appropriate	Regular monitoring is carried out in all arrears to be submitted on a national and local basis
Regular meetings to keep plans up to date	Achieved via the Team Briefing process
Continue to complete all returns and claims within agreed timescales	All returns and claims are completed within timescales

UNFINISHED TASKS

ACTION	EXPLANATION
Issue and update publicity leaflets on services	Revenue leaflets have not yet been developed with other authorities. Attempting to set up inter-authority working group
Examine alternative methods of billing	This will be progressed after the introduction of the new system. An introductory seminar has been arranged for 25 June, 2003
Implement new Government proposals (for benefits)	Details of the pension credit changes are awaited
Introduce telephone recovery	The introduction of telephone recovery has not proceeded beyond two trail sessions. To review the situation after the introduction of the new system
Provision of regular write-off lists	Only one list has been produced during 2002/03. Regular quarterly lists will be introduced in 2003/04
Implement proposals stemming from Best Value Review	Review not complete although about to be brought to a conclusion. The resultant Action Plan will be implemented

2002/2003 PERFORMANCE INDICATORS

INDICATOR	2001/02 (actual)	2002/03 (target)	2002/03 (actual)
Best Value PIs			
Percentage Council Tax Collected in year	98.02%	98.30%	98.57%
Percentage NNDR collected in year	99.42%	98.75%	99.02%
Fraud Strategy	YES	YES	YES
Cost of administration per benefit claim - weighted	£48.16	No longer a	BVPI
Average number of days to process new Benefit Claims	10 days	7 days	14 days
Average number of days to process changes of circumstances	5 days	7 days	4 days
Percentage of renewals processed on time	100%	100%	100%
Accuracy of processing (correct calculations)	98.79%	99.00%	98.00%
Accuracy of processing (percentage of overpayments recovered)	Unable to	measure due	to software limitations
Local PIs			
Average number of chargeable Council Tax dwellings per employee	3,470	2,700	3,570
Average number of chargeable NNDR properties per employee	1,125	1,125	1,125
Average time for processing changes of circumstances for Council Tax Benefit	4 days	6 days	4 days
Average time for processing changes of circumstances for Rent Rebate	5 days	6 days	5 days
Average time for processing changes of circumstances for Rent Allowance	6 days	6 days	4 days
Average number of claimants per employee	830	750	700
Percentage of claims not processed at the end of the year	0.36% (29 cases)	2.50% (100 cases)	0.55% (26 cases)
Number of transactions processed per cashier (per annum) – includes debit/credit card transactions	17,923	19,500	18,525

NB: The average times for paying new claims have been deleted as the performance is more meaningfully recorded in the average number of days figures (which include payment times) shown in the BVPI section.

LESSONS LEARNED

The major area of development during the year was for formation of the Joint Committee for Revenue and Benefit service provision. This means that we are working with four other authorities and a private sector provider requiring a range of skills to achieve the desired outcome. The project met a number of delays, although is now on course to deliver the new system in October, 2003. However, there are a number a challenges yet to be met, not at least maintaining a service to our customers during the period of conversion. The amount of resource in the formation and management of the project should not be underestimated and a sharp focus on the project has to be maintained at all times.

**Internal Audit
SERVICE PLAN 2002/2003**

FINAL REPORT (MARCH 2003)

SERVICE DESCRIPTION

Internal Audit is an independent appraisal function established by management for the review of the internal control system as a service to an organisation. It objectively examines, evaluates and reports on the adequacy of internal control as a contribution to the proper, economic, efficient and effective use of resources. There are also statutory reasons for the existence of Internal Audit.

The Service is responsible for reviewing core controls in key financial systems and other Council activities, investigating fraud/financial irregularity and maintaining financial regulations.

Internal Audit is required to review and appraise the whole field of controls and quality of data generated. A systematic programme of audits is undertaken to provide the Council with assurance.

The audit planning process now utilises a risk-based approach providing a more objective view of where Audit resources should be concentrated.

The main areas of audit work covered by the Plan are as follows:-

- **Managed Audit** – this work involves reviewing the main financial systems of the Council. External Audit review and place reliance on this work when forming an opinion on the Council's accounts and overall control environment.
- **Planned Audits** – over a four year period the Internal Audit Service reviews all the Council's activities to ensure that they are undertaken with sufficient attention to financial procedures and regulations.
- **Specialist Audit work** – computer and contract audit are the main areas.
- **Strategic Audit** – Internal Audit's role within this sphere covers work connected with Council strategies and procedures related to Internal Audit. The maintenance of Financial Regulations and Procedure Rules, Comprehensive Performance Assessment and Best Value are some examples.
- **Management Audit** - value for money is inherent in all audit work, periodic Management and VFM reviews are also undertaken.
- **Fraud and Corruption** - an annual fraud and corruption audit is undertaken as part of the managed audit concept. Additionally irregularity (suspected or actual) is investigated.
- **Internal Check** - currently the Internal Audit Service presently undertakes a number of routine internal check duties.

THE YEAR IN CONTEXT

Over the past year the Service has faced a number of challenges:

- Implementing new Financial Regulations which reflected the modernisation agenda and CIPFA best practice.
- Participating in the Financial Services best value review.
- Carrying out best value reality checking for the Scrutiny Committee.
- Undertaking a higher than anticipated amount of investigation work.
- Integrating risk assessment into the audit planning process.
- Examining business risk and the control environment in the Corporate Governance arena.
- Assisting the council to prepare for Comprehensive Performance Assessment.
- Evaluating the internal controls in the replacement financial computer systems.
- Assessing the impact of replacement systems on our working practices and the subsequent effect on internal control.
- Commencing a substantial update of our system audit documentation to accommodate the many computer system replacements.
- Expanding the Financial Procedure rules and codes of practice to accommodate E-Government and the Procurement strategy.

ACHIEVEMENTS

ACTION	OUTCOME
<p>Arrangements for Corporate Governance</p>	<p>Monitoring adherence to member and officer codes of practice has been integrated into the service's Fraud and Corruption work.</p> <p>Monitor adherence to financial regulations is integrated into the section's Overall Management arrangements, System Audit and Fraud and Corruption work.</p>
<p>Departmental and Service Planning Framework</p>	<p>Service Plan in place for Internal Audit which reflects the aims of the Corporate Planning process.</p>
<p>Employee related issues</p>	<p>Staff are consulted on the service plan and their input is considered. Performance Development Reviews undertaken and training plans produced for all team members.</p>
<p>Financial Management</p>	<p>Internal Audit is providing advice on necessary controls for the new Financial Information System.</p> <p>A representative from Internal Audit is on the working party.</p>
<p>Procurement</p>	<p>The Council's first Procurement Strategy has been produced. A corporate working group will now take this forward.</p> <p>Internal Audit act as advisers to the E-Procurement Group.</p>

ACHIEVEMENTS (continued)

ACTION	OUTCOME
E-government	<p>The Service has been represented on a number of groups and is actively looking and E-Purchasing controls.</p> <p>E-Procurement is one of the collaboration initiatives being undertaken by the Derbyshire Audit Group.</p>
Risk Management	<p>Provided assistance/advice on implementation of DA recommendations from DA study.</p> <p>Applying audit risk assessment criteria to corporate governance arena</p>
Best Value Review Programme	Internal Audit included in Financial Services Review
User satisfaction levels	Produces briefings to members on work of Internal Audit including an annual report.
Performance Management	A number of local indicators (LPI's) have been implemented.
Internal Audit Procedures and documentation	<p>The Service is developing an Internal Audit procedures manual based on Best Practice as identified by CIPFA.</p> <p>A programme of updating the audit database of the Authority's financial and other systems has commenced. This will continue over the next two years as the Authority replaces many of it's existing systems</p>
Audit Plan	<p>The service operates a 4 year rolling plan and from this an annual plan is produced.</p> <p>A revised annual plan for 2002/03 was produced after lengthy period of investigation work. Overall chargeable audit days have met target.</p>
Audit Reporting	<p>Improvement in reporting times but not meeting the target on every audit. However post audit meetings are being introduced with the appropriate manager. All finance systems audit recommendations are now discussed and agreed for implementation at such meetings. This will be extended to all audits eventually.</p> <p>Management responses included in final report.</p>
Audit involvement in Best Value (corporate)	Internal Audit were involved in reality checking of the Sheltered Housing Service review.

ACTION	OUTCOME
<p>Internal Control</p>	<p>The service has a representative on the Revenue and Benefits evaluation team and on the Financial Management System implementation group.</p> <p>The demand for Internal Audit advice and guidance has increased with the introduction of new systems and different ways of working (partnerships etc).</p>

UNFINISHED TASKS

ACTION	EXPLANATION
<p>Internal Audit Procedures</p> <p>An Internal Audit manual was scheduled for completion during 2002/03.</p>	<p>Several sections have been produced and our existing procedures are being integrated into the structure of the manual. A revision in the annual plan, to accommodate investigation work and advance the managed audit programme, has delayed the completion. It is anticipated to produce a working document by October 2003.</p>

2002/2003 PERFORMANCE INDICATORS

INDICATOR - Local Indicator	2001/02 (actual)	2002/03 (target)	2002/03 (actual)
Net total cost of Internal Audit per audit day	£195	£203	£190
External Audit Opinion of the Internal Audit function	Satisfactory	Satisfactory	Satisfactory
Percentage of the Annual Audit Plan completed in the year	87%	90% (revised plan)	90% (revised plan)
Percentage of agreed audit recommendations implemented	100%	100%	100%

LESSONS LEARNED

Best value, Comprehensive Performance Assessment and the involvement of the Audit manager in this and other corporate responsibilities has reduced the time available for audit management and this has affected the core function. The planned substantial system changes and the continuance of corporate tasks may require us to consider using specialists for some computer audit functions and therefore funds will be required.

IT & CUSTOMER SERVICES DIVISION

SERVICE PLAN 2002/2003 FINAL REPORT (MARCH 2003)

1. SERVICE DESCRIPTION

The Division provides IT support and advice to divisions across the Council as well as more general administrative support covering secretarial, administrative, reception and printing work.

2. THE YEAR IN CONTEXT

The key opportunities and challenges facing the Division centred around E-Government. There is a need for the Council to take a further step forward to meeting stretching government targets for all councils to deliver all services electronically by 2003. In addition there was the continued challenge of providing effective IT and support services to customers inside and outside the council. The main challenges we faced were as follows:-

- The preparation of a second Implementing E-Government Statement to set out a clearer direction for e-government
- Upgrading the Council's web-site so that it is a more effective means of providing information to staff about our service.
- Providing technical advice and support to the procurement of 2 key computer systems for Financial Management and Revenues & Benefits.
- Raising awareness amongst staff and members of IT issues and in particular e-government and the impact it could have on the services they deliver.
- Procuring and Implementing new computer systems for Environmental Health to improve the information available to manage their service
- Implementing the National Land and Property Gazetteer – a national project to bring together all property based information with the aim of more efficient local administration.
- Improving the efficiency and effectiveness of council computer systems to make sure that they remain reliable and meet the growing needs of our customers.

At the same time it should not be forgotten that the Division also took a further step forward in maintaining its improved performance.

- Continuing to deliver an efficient and effective support service across the council.
- Responding efficiently and effectively to customer complaints

IT & CUSTOMER SERVICES DIVISION

3. ACHIEVEMENTS

The main tasks (developmental) as set out in the approved service plan that were completed are detailed below.

ACTION	Achievements
Replacement of Corporate Server Provision <ul style="list-style-type: none"> • Review the existing system architecture and subject to finance, implement new server capacity 	Completed <ul style="list-style-type: none"> • New Server implemented to improve back-up and file capacity • New network infrastructure implemented to improve flow and speed of information.
Replacement of Legacy existing systems provision <ul style="list-style-type: none"> • Investigate existing systems migration and/or development and recommend alternatives 	Completed <ul style="list-style-type: none"> • Detailed review of existing systems undertaken which has paved the way to replace key computer systems over the next three years
Implementation of new system solutions, both Mainframe and NT server based <ul style="list-style-type: none"> • Produce in conjunction with customers, requirement specifications, evaluate suppliers, project manage the transition process and provide data migration. Subject to finance, procurement and installation of suitable communications and hardware capacity for the new systems 	Completed <ul style="list-style-type: none"> • IT provided technical advice for replacement of key computer systems • Work now commenced to implement those systems.
Internet and Intranet <ul style="list-style-type: none"> • Evaluate and attend training for selected staff • Design, build and implement the SDDC web site, incorporating customer requirements • Design, build and implement an internal Intranet service, incorporating information currently on public folders • Increase current bandwidth for Internet access 	Completed <ul style="list-style-type: none"> • New web-site introduced • Expand the amount of information available to the public. • Site is more interactive and enables staff to request forms, notify change of address etc, and provide comments/complaints • Web-site now receiving 135,000 hits per month.
Review existing Telecoms provision <ul style="list-style-type: none"> • Produce systems specification for revised telecom provision • Review existing contract and consider alternatives, subject to legal considerations • Prepare project plan for implementation 	Completed <ul style="list-style-type: none"> • Systems specification produced for consultation with Council staff • Existing contract reviewed to look at alternative arrangements • New networking introduced which will provide backbone for new telecoms solution.

IT & CUSTOMER SERVICES DIVISION

4. UNFINISHED TASKS

Activities not completed to targets as set out in the initial plan are detailed below.

ACTION	EXPLANATION
IT Strategy <ul style="list-style-type: none"> • Review existing IT Strategy with specific regard to E-government 	<ul style="list-style-type: none"> • Second IEG Strategy produced but work still needed to link this with other IT tasks – work has commenced on this.
Promote the use of IT by Members and officers <ul style="list-style-type: none"> • Provide Member access to Internet/Intranet • Promote the use of Internet and Internet via educational workshops and training as required 	<ul style="list-style-type: none"> • Members seminars held on E-Government • Team Brief used to update staff on a range of e-government issues • Press release and coverage to launch new SDDC web-site • But still need to look at further training for members
Best Value Review – Customer Services <ul style="list-style-type: none"> • Re-focus and re-prioritise the service and its work, in conjunction with the BV review and with regard to the changing requirements of other departments • Implement proposals from Best Value review 	<ul style="list-style-type: none"> • Review postponed in agreement with central review team and in anticipation of work on the Comprehensive Performance Assessment • We have improved how we handle customer complaints. Customer satisfaction with how we deal with these has improved.

5. 2002/2003 PERFORMANCE INDICATORS

INDICATOR	2001/02 (actual)	2002/03 (target)	2002/03 (actual)
BVPI 157 – types of interaction delivered electronically	21.0%	25.0%	25.0%

Notes on Performance Indicators

- a) Although the Division is responsible for improving performance within this area we also need to work with staff across the whole council to expand the range of services that we can deliver electronically.

IT & CUSTOMER SERVICES DIVISION

6. LESSONS LEARNED

Overall the Division has performed extremely well against stretching targets. We do realise that the IT Division is a small division and that replacing new IT systems can place an enormous burden on the team.

In particular where we work with external partners this means that we lose some control over the timing of the replacement of new systems which can add to pressure on our resources. However this needs to be balanced against the undoubted financial benefits we gain through working in partnership with other councils.

In terms of skills the team have certainly developed and expanded their skills in procuring and selecting new computer systems as well as looking into telcoms related areas.

POLICY AND BEST VALUE DIVISION SERVICE PLAN 2002/2003

FINAL REPORT (MARCH 2003)

SERVICE DESCRIPTION

The Policy and Best Value Division is responsible for:

- Managing the delivery of the Council's Best Value programme, including the production of the annual Best Value Performance Plan
- Developing and co-ordinating the Council's performance management framework - the Corporate Plan; Service Plans; Best Value and other Performance Indicators; and Comprehensive Performance Assessment (CPA)
- Developing and co-ordinating corporate and service policies and strategies and monitoring their implementation
- Supporting and co-ordinating arrangements for consultation - including management of the South Derbyshire Citizens' Panel
- Developing a Community Strategy for South Derbyshire through the proposed Local Strategic Partnership
- Helping to develop the scrutiny function and providing policy related support to the Council's Overview and Scrutiny Committees

THE YEAR IN CONTEXT

Over the past year, the Division has faced a number of significant challenges. They include:

- Progressing the establishment of a Local Strategic Partnership and the development of the South Derbyshire Community Strategy
- Delivering the Best Value programme - publishing the Best Value Performance Plan and Plan Summary according to a new statutory timetable; managing the Best Value Review programme; introducing 'reality checks' for completed Reviews; and, helping services prepare for inspection
- Monitoring and reviewing the Corporate Plan
- Strengthening arrangements for managing and reporting on performance
- Helping the Council to prepare for Comprehensive Performance Assessment
- Co-ordinating arrangements for consultation
- Developing a strategic approach to the procurement of goods and services
- Assisting the Council's Overview and Scrutiny Committees to discharge their responsibilities

One of the three posts within the Division was vacant for May 2001 to June 2002. This affected progress in several areas (e.g. equal opportunities, service standards and Best Value guidance etc)

ACHIEVEMENTS

ACTION	OUTCOME
<p>Arrangements for Corporate Governance</p> <p><i>NB: Corporate Governance is 'the system by which local authorities direct and control their functions and relate to their communities' (Audit Commission)</i></p>	<p>The organisation has been assessed against the CIPFA/SOLACE corporate governance framework and outstanding issues have been included in the Corporate Plan 2003</p> <p>The Division has also contributed to the development of an Action Plan following a review of the Council's political management arrangements by the Overview Committee and the District Auditor.</p>
<p>Departmental and Service Planning Framework</p>	<p>The Corporate Plan (which incorporates Departmental Plans) has been reviewed (January 2003). Quarterly monitoring reports have also been produced.</p> <p>All Divisions have a Service Plan which are formally monitored twice a year. The form and content of service planning documents is currently under review.</p>
<p>Council Plans and Strategies</p>	<p>The Division has assisted the Corporate Scrutiny Committee to review arrangements for producing and monitoring Council plans and strategies.</p>
<p>Employee related issues</p>	<p>An on-going contribution is being made to corporate initiatives to improve morale and communication with employees, promote team working and support employee development.</p>
<p>Local Strategic Partnership / Community Planning</p> <p><i>NB: The main role of the Local Strategic Partnership is to develop and implement a Community Strategy for South Derbyshire.</i></p>	<p>Arrangements have been agreed with key stakeholders (from the public, private and voluntary sectors) for establishing a Local Strategic Partnership. A draft constitution has been prepared and an event is planned to 'launch' the partnership on 11 June. The first meeting of the 'shadow' board will take place shortly after this event.</p> <p>The Division has also contributed to the work of the Derbyshire Partnership Forum and assisted the Chief Executive on issues relating to the Strategic Sub Regional Partnership.</p>
<p>E-government</p>	<p>The Division has contributed to the Council's IEG 2 submission and the corporate working group on geographical information systems.</p>
<p>Procurement</p>	<p>The Council's first Procurement Strategy has been produced. A corporate working group will now take this forward.</p>

ACHIEVEMENTS (continued)

ACTION	OUTCOME
<p>Performance Management</p>	<p>Key areas of work have included:</p> <ul style="list-style-type: none"> • Monitoring and reviewing the Corporate plan • Developing a template for Service Plans and monitoring reports and advising on their contents • Overhauling arrangements for collecting and validating information on performance indicators; arranging for the audit of the data by the Council's external auditors • Publishing the Best Value Performance Plan (BVPP) • Helping Scrutiny Committees to develop their role in respect of performance management • Starting to prepare for the Council's CPA
<p>Best Value Performance Plan (BVPP)</p>	<p>The 2002 BVPP was produced in accordance with statutory guidance and the Government's revised timetable (i.e. Summary end of March; full Plan end of June). The District Auditor has issued an 'Unqualified' report on the Plan.</p> <p>The 2003 Plan Summary was also published on time.</p>
<p>Best Value Review Programme</p>	<p>The Division has supported and monitored progress on Best Value Reviews; arranged 'reality checks'; and, helped the Sheltered Housing Service and Development Control prepare for re/follow up inspection.</p>
<p>South Derbyshire Citizens Panel</p> <p><i>NB: The Panel comprises 1,000 local residents chosen to reflect the socio-economic composition of the district as a whole.</i></p>	<p>During the year, the Panel was consulted twice on a range of topics put forward by the Council and its partners.</p> <p>The Panel was successfully 'refreshed' in February 2003.</p>
<p>User satisfaction levels</p>	<p>2000/2001 Best Value Performance Indicator data relating to user satisfaction with a range of Council services was reported in the 2002 BVPP.</p> <p>The Citizens' Panel was also consulted in August 2002 on overall satisfaction with Council services and complaint handling. In addition, the Panel was invited to prioritise the Council's Key Aims. (This followed a similar request to people attending Area Meetings). The results have been incorporated into the 2003 Corporate Plan.</p>
<p>Support for Overview and Scrutiny Committees</p>	<p>The Division has helped with research, drafting reports, developing work programmes, organising contributions and arranging site visits.</p>

UNFINISHED TASKS

ACTION	EXPLANATION
Establish a timetable and arrangement for preparing the Community Strategy	The organisation of training for members and the establishment of the Local Strategic Partnership have taken longer than expected. However, guidance from Government suggests that whilst it is also important to have a Community Strategy, it is equally important to establish appropriate and sustainable arrangements for developing and implementing the strategy, which are owned, by the community and partners across all sectors. <i>(Please see earlier comments on the Local Strategic Partnership).</i> It is hoped to have draft strategy in place by the end of 2003.
Review of Equal Opportunities Policy Statement and Action Plan in the light of new legislation	This work has been delayed because of the vacant post mentioned earlier and the requirement to progress other Corporate priorities. It will now be rolled forward into the 2003/04 Service Plan.
Update Best Value guidance	Ditto

2002/2003 PERFORMANCE INDICATORS

Best Value Performance Indicators		2001/02 (actual)	2002/03 (target)	2002/03 (actual)
BVPI No.				
1a	Does the Council have a Community Strategy developed with a Local Strategic Partnership?	<i>New indicator</i>	NO	NO
1d	When will the strategy be in place? Are partnership arrangements in place to support the production of the strategy?		December 2003/YES	December 2003/NO
2	Equality Standard for Local Government level	<i>New indicator</i>	1	0
16b	The percentage of economically active disabled people in the authority area	15.1%	15.1%	13.9%
17b	The percentage of economically active minority ethnic community population in the authority area	1.5%	1.5%	2.6%

Local Performance Indicators		2001/02 (actual)	2002/03 (target)	2002/03 (actual)
Best Value Performance Plan - opinion by District Audit		Unqualified	Unqualified	Unqualified
Number of items on Best Value/performance management in 'Inside Out' and Members' Bulletin		13	15	5
Average annual response rate to the South Derbyshire Citizens' Panel		76%	80%	69.6%

LESSONS LEARNED

There is a need to secure more 'ownership' amongst members and employees of plans and strategies produced by the Division. This will require more time to be allowed for consultation and contributions.

Another key message is the need to review the level of staffing within the Division to ensure that the growing workload is adequately and appropriately addressed.