

QUALITY ORGANISATION

How will we get there? – key objectives for delivery of the priority

The priority theme will be managed through a number of key objectives, each of which will have a detailed action plan supporting delivery. This section sets out the high level objectives together with a clear statement about what we want to achieve and the difference it will make to our community

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Effective communication and engagement with our customers, partners and staff	<ul style="list-style-type: none"> • Deliver the Council's external communications strategy and action plan to maintain 77% of residents who say they feel informed about the work of the Council • Refresh and improve SK Today and other publications • Deliver two information campaigns on how we are doing on delivering on our priority themes • Redesign and improve the Council website by July 2009 leading to an increased percentage of residents who are satisfied with the website from 63% baseline (2008) • Review our letters to ensure they are written in Plain English and increase the percentage of residents who find our letters 'clear and 	<ul style="list-style-type: none"> • More informed customer base • Better access to services online • More opportunities for people to be able to influence decisions and shape services 	<p>SCS themes of People are Connected, Strong Communities and Innovative Organisations</p> <p>LAA theme Promote Social Cohesion</p> <ul style="list-style-type: none"> • NI 004 % of people who feel they can influence decisions in their locality. • NI 110 Young People participation in positive activities.

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	<p>easy' to understand from November baseline of 77%</p> <ul style="list-style-type: none"> • Review Local Area Forums and ensure the Council can engage and empower effectively with local communities. • Deliver an annual calendar of consultation campaigns using the Council's new toolkit. • Investigate the feasibility of devolving an element of some resources for local improvements to empower communities in conjunction with LSP. 		
<p>Build capacity, develop, utilise and retain the skills and knowledge of all our staff and members to deliver quality services</p>	<ul style="list-style-type: none"> • Implement People Strategy and Workforce Development Plan to improve our 77% 'proud to work for SKDC' rating • Build skills and capacity and introduce a core competency framework and learning programmes to support skills development • Implement a programme to further develop a culture where the customer is at the heart of all we do. Provide a 	<ul style="list-style-type: none"> • A flexible and well motivated workforce with skills to meet future needs • An employer of choice, able to attract and retain the best • A learning organisation that assesses and develops its staff to ensure they have the skills and knowledge base to deliver future service requirements 	<p>SCS theme of Innovative Organisations</p> <p>LAA themes – Improve skills and conditions of the economy and Improved Services Providing Value for Money</p> <ul style="list-style-type: none"> • NI 174: Skills gaps in the current workforce reported by employers

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	<p>customer first training programme</p> <ul style="list-style-type: none"> • Deliver the equalities action plan and gain 'Achieving' status on the new equalities framework by 2010/11. • Introduce on-line recruitment and 'neutral vend' contract for securing any temporary staff to ensure efficient use of resources. • Introduce comprehensive corporate learning and development. • Work towards incorporating the principles of the Investors in People across the Council and increase the percentage of staff who have development needs assessed from 67% (2008) to 75% in 2009 and 85% in 2010 • Work towards the member development charter, member role descriptions & induction programme for members 	<ul style="list-style-type: none"> • Reduced recruitment costs • A better understanding of equalities and diversity issues in the district – encourage a wider pool of candidates to enable the availability of the widest range of skills and abilities for the Council. 	

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Assets (including ICT) that meet the needs of our customers and staff	<ul style="list-style-type: none"> • Audit our buildings and land and ensure they are appropriately maintained • Carry out a comprehensive review of the use of non-housing assets and look at the potential transfer of assets to communities • Fundamental review of how we provide services and balance between make (share) and buy • Maintain ICT systems with high quality, secure and reliable data improving overall user satisfaction from current 4.89 (median) to 5.20 (70th percentile range) score in SOCITM Benchmarking survey • Develop ICT which supports the outcomes of the lean system review improvements as well as the Lincolnshire Shared Services programme • Develop the means to ensure business continuity 	<ul style="list-style-type: none"> • Fit for purpose and value for money asset base with potential to transfer assets to local communities • ICT enabling delivery of 'right service first time' – 	<p>SCS theme of Innovative Organisations</p> <p>LAA themes –Improved Services Providing Value for Money</p> <ul style="list-style-type: none"> • NI 179 Value for money - total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year – achieve at least a 3% improvement in efficiency each year

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Effective planning and management of our finances, performance and decision making arrangements	<ul style="list-style-type: none"> • Strong corporate and service planning tracked by regular performance management (monthly pitstops) • Continue to ensure our significant partnerships can deliver key objectives and are governed appropriately by reviewing their activity each year • Ensure a robust governance framework and delivery of our corporate governance action plan • Implement Use of Resources Action Plan and maintain 78% residents' satisfaction on how the Council 'runs itself' and 77% value for money rating in 2009 resident survey • Implement Data Quality Action Plan and recommendations from 2008 Audit Commission review 	<ul style="list-style-type: none"> ▪ A well run and highly performing Council ▪ Improved external assessment of the way in which we use our resources (CAA) ▪ Stakeholders well informed on how we perform and use our money 	<p>LAA theme –Improved Services Providing Value for Money</p> <ul style="list-style-type: none"> • NI 179 Value for money - total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year – achieve at least a 3% improvement in efficiency each year
Value for money for our customers by managing our costs and performance to	<ul style="list-style-type: none"> • Extend systems reviews to two service areas a year • Improve customer satisfaction with the planning 	<ul style="list-style-type: none"> • Improved inspection results and Direction of Travel scores • Improved satisfaction 	<p>SCS theme of Innovative Organisations</p> <p>LAA theme –Improved</p>

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achieve efficiencies and deliver best value services	<p>service to levels of at least 70%</p> <ul style="list-style-type: none"> • Achieve continued, improved, performance in planning by achieving a reduction in the numbers of planning appeals awarded against the Council's decision to 18% by 2009/10, and reducing the time taken to deal with applications, processing at least; 67% majors in 13 weeks, 72% minors in 8 weeks and 89% others in 8 weeks • Implement the Housing Improvement Plan and review costs to ensure the HRA is balanced by 2010/11 • Carry out benchmarking on cost and quality in all service areas • Realise cash efficiency savings of at least 3% each year and publish an annual efficiency plan • Test our services against the market and implement in line with our value for money action plan 	<p>with the planning service</p> <ul style="list-style-type: none"> • Highly satisfied housing tenants and improved Audit Commission rating on re-inspection in 2009/10 • Lower relative running costs and improved quality of Council services compared with other councils 	<p>Services Providing Value for Money</p> <ul style="list-style-type: none"> • NI 179 Value for money - total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year

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	<ul style="list-style-type: none"> Identify new income streams 		
A lower carbon footprint	<ul style="list-style-type: none"> Reduce energy usage in Council buildings by 20% by 2011/12 Introduce more fuel efficient vehicles and review refuse rounds to reduce carbon emissions Reduce paper usage by 20% by March 2010 Develop flexible ways of working to reduce staff travel time Reduce the Council's carbon footprint by 1348 tonnes annually by 2013 	<ul style="list-style-type: none"> More efficient use of energy, paper and water by Council staff Reduced carbon footprint of Council services 	<p>SCS theme of "Best use of the Environment"</p> <p>LAA theme of Tackle the Causes and Effects of Climate Change</p> <ul style="list-style-type: none"> NI 185 CO2 reduction from Local Authority operations – NI 188 Planning to adapt to climate change