

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

WHAT DO WE WANT TO ACHIEVE	WHAT WE WILL DO (who, when, how)	WHAT DIFFERENCE WILL IT MAKE	CONTRIBUTION TO SUSTAINABLE COMMUNITY STRATEGY THEME (SCS) AND LOCAL AREA AGREEMENT TARGETS
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 CouncilRefresh and improve SK Today and other publicationsDeliver two information campaigns on how we are doing on delivering on our priority themesRedesign 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 baseBetter access to services onlineMore 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.

WHAT DO WE WANT TO ACHIEVE	WHAT WE WILL DO (who, when, how)	WHAT DIFFERENCE WILL IT MAKE	CONTRIBUTION TO SUSTAINABLE COMMUNITY STRATEGY THEME (SCS) AND LOCAL AREA AGREEMENT TARGETS
	<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

WHAT DO WE WANT TO ACHIEVE	WHAT WE WILL DO (who, when, how)	WHAT DIFFERENCE WILL IT MAKE	CONTRIBUTION TO SUSTAINABLE COMMUNITY STRATEGY THEME (SCS) AND LOCAL AREA AGREEMENT TARGETS
	<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. 	

WHAT DO WE WANT TO ACHIEVE	WHAT WE WILL DO (who, when, how)	WHAT DIFFERENCE WILL IT MAKE	CONTRIBUTION TO SUSTAINABLE COMMUNITY STRATEGY THEME (SCS) AND LOCAL AREA AGREEMENT TARGETS
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 ongoing 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

WHAT DO WE WANT TO ACHIEVE	WHAT WE WILL DO (who, when, how)	WHAT DIFFERENCE WILL IT MAKE	CONTRIBUTION TO SUSTAINABLE COMMUNITY STRATEGY THEME (SCS) AND LOCAL AREA AGREEMENT TARGETS
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 ongoing 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>

WHAT DO WE WANT TO ACHIEVE	WHAT WE WILL DO (who, when, how)	WHAT DIFFERENCE WILL IT MAKE	CONTRIBUTION TO SUSTAINABLE COMMUNITY STRATEGY THEME (SCS) AND LOCAL AREA AGREEMENT TARGETS
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 ongoing cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year

WHAT DO WE WANT TO ACHIEVE	WHAT WE WILL DO (who, when, how)	WHAT DIFFERENCE WILL IT MAKE	CONTRIBUTION TO SUSTAINABLE COMMUNITY STRATEGY THEME (SCS) AND LOCAL AREA AGREEMENT TARGETS
A lower carbon footprint	<ul style="list-style-type: none"> Identify new income streams 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