

Appendix G

PRIORITY THEME - QUALITY ORGANISATION		Target Date
QO 1	Effective Communication and engagement with our customers, partners and staff	31 Mar 2011
	Action	Target date
	Deliver external/internal communications action plan to include: <ul style="list-style-type: none"> • marketing campaign for new website, • press releases and service campaigns to support priorities • consistent branding of all asset • refresh staff magazine and intranet 	31 Mar 2011
	Review Local Area Forums and ensure the Council can engage and empower effectively with local communities.	30 Sep 2010
	Deliver an annual calendar of consultation campaigns to include in 2010/11 revised local forums, roadshows, and exercises on new Political Management Executive arrangements, priority and budget options, Place Survey, Tenants Status Survey.	31 Mar 2011
QO 2	Build capacity, develop, utilise and retain the skills and knowledge of all our staff and members to deliver quality services	31 Mar 2011
	Action	Target date
	Deliver the Learning Plan to support skills development and build capacity	31 Mar 2011
	Deliver the equalities action plan and gain 'Achieving' status on the new equalities framework	31 Mar 2011
	Work towards incorporating the principles of the Investors in People across the Council	31 Mar 2011
	Develop and implement development programme to meet the requirements of the Member Development Charter.	31 Mar 2011
QO 3	Effective Planning and management of our finances, performance and decision making arrangements	31 Mar 2011
	Action	Target date
	Review and update our Medium Term Financial Plan to include the results of community engagement on priorities.	31 Mar 2011
	Implement Use of Resources Action Plan for 2010/11 assessment	31 Mar 2011
	Complete the implementation of recommendations from 2008 Audit Commission review (inc a data quality strategy, training and information sharing agreements)	30 Jun 2010

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QO 4	Value for Money for our customers by managing our costs, performance and our assets to achieve efficiencies and deliver best value services	31 Mar 2013
	Action	Target date
	Utililise 'lean' systems thinking to drive service improvements in key areas across the council	31 Mar 2013
	Implement the Development Control Service Improvement Plan to secure improved performance and customer satisfaction	31 Mar 2011
	Implement the Housing Revenue Account Business Plan	31 Mar 2011
	Introduce a Choice Based Lettings Scheme to improve applicants choice and satisfaction	31 Dec 2010
	Realign Supported Housing Service to deliver the county's revised service specification	31 Mar 2011
	Realise cash efficiencies of 4% in line with LAA target for NI 179	31 Mar 2011
	Carry out a programme of service reviews to compare performance, cost, quality and options for future service delivery.	31 Mar 2013
	Maximise existing income streams from services and assets and identify potential new income streams and asset management options	31 Mar 2011
	Complete a fundamental review of council office accommodation to ensure they are 'fit for purpose'.	31 Mar 2011
QO 5	A lower carbon footprint reducing the council's carbon usage by 1348 tonnes a year	31 Mar 2013
	Reduce energy usage in Council buildings by 20%	31 Mar 2013
	Introduce more fuel efficient vehicles with lower emission ratings	31 Mar 2013
	Reduce paper usage by 20%	31 Mar 2011
	Review the opportunities to use remote/flexible working to optimize use of our buildings, increase productivity and reduce carbon emissions.	31 Mar 2011

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