

# Performance & Democracy Service Review

Findings of The Review Team  
19th – 23rd Nov 2007

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## Overview

- The Review Team
- The Service
- The Objectives
- What we did!
- What we learnt!
- What we are going to do!
- Any Questions?

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## The Review Team

- Jane Terry (Lead Officer)
- Neil Carpenter, Andy Tiffin, Sarah McLaren & Trish Jackson (P&D Team Leaders)
- Viv Evans (Corporate Director)
- Cllr Simon Ambler (Portfolio Holder, Support Services)
- Cllr Dave Neighbour (Portfolio Holder, Performance)
- Cllr Gill Butler (Scrutiny Member)
- Kelly Handley (Facilitator)
- Sue Britchford - Admin Support

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## The Review Week

- Mon (am) - Meeting with internal stakeholders (HoS)
- Mon (pm) - Meeting with internal stakeholders (Staff)
- Mon - evening - Meeting with members
- Wed (am) - Visit to Elmbridge BC
- Thurs – Reviewed feedback, information gathered, lessons learnt and agreed outputs; improvement planning commenced
- Fri – Presentation of findings / prepare improvement plan

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## The Service – Core Functions

- Committee Services
- Corporate Support
- Elections & Electoral Registration
- Internal Audit
- Performance
- Reographics

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## The Objectives

- Listen to our Stakeholders
- Compare our performance with other authorities
- Share experiences and learn lessons from an excellent authority
- Clarify Roles and Responsibilities
- Identify areas for improvement and specific actions required to improve
- Prepare Action Plan and monitor implementation

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## What we did

Listened  
Shared  
Reflected  
&  
Learnt

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## What we learnt

- Service is generally well thought of
- Scope to improve and extend the service we give
- Real value of customer feedback
- We're not alone
- We shared!

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## What we learnt from Elmbridge

- They are an Excellent Authority
- Nice tidy offices and fresh, clean atmosphere
- They have more resources but we do a lot with a little
- They do some things better than we do but
- We do some things better than they do
- We have identified ways we can improve
- Enjoyed the visit and made some useful friends

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## Main Themes Identified

- Start with the end in Mind!
- KISS!
- Communication
- Customer Focus
- Discipline and Challenge
- Use of Technology
- Building Belief in our Ability

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## Lessons Learnt - Elections & Electoral Registration

- Clarity and Simplicity
- Belief in our Ability
- Communication

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## Lessons Learnt - Internal Audit

- More Challenge
- Planning of Annual Audit Plan
- Clarity of Role v Role & responsibility of Management
- Recommendations & Follow Ups
- Report Sign off process and expectations on HoS

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## Lessons Learnt - Committee Services

- Advice and Guidance
- Training - Member and Officer
- Publicity
- Greater Use of Technology
- Review Committee Deadlines and Sign Off Procedure
- Clarity of Roles and Responsibilities

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## Lessons Learnt - Corporate Support

- Inside Story
- Presentation and Corporate Standards
- Complaints Process
- Accessibility of Printing facilities
- Customer Feedback Forms
- Diaries - Open Access

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## Lessons Learnt - Citizens Panel

- Grow the Panel!
- Communicate the Panel
- Demonstrate Outcomes as a result of the Panel

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## Lessons Learnt - Performance

- Performance Management Framework
  - Streamline
  - Clear & Consistent
  - Emphasis on Quality of Information
  - More challenging
  - Move from Monitoring to Management
  - Clarify role and responsibility v others
  - Top Down Golden Thread

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## Quick Wins

- Make Council more welcoming to public
- Proper committee report templates
- Improve information available to public
- Encourage membership of Citizens Panel
- Stronger Challenge

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## Bigger Tasks

- Review of Complaints Procedure
- Review of Reprographics Service
- Revise Member Induction and Training Programme
- Reconsider Committee Deadline and Sign Off procedure
- Prepare clear guidance and support
- Committee Management software

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## Summary

- Worth taking the time out to do
- Interesting and enjoyable week
- We've listened
- We've learnt a lot
- Plenty to do
- We will continue to improve our Service delivery

THANK YOU FOR YOUR  
CONTRIBUTION TOWARDS OUR  
SERVICE REVIEW  
&  
ANY QUESTIONS?  
Many Thanks to Sue, Sue and  
Kelly