

HDC Continuous Improvement Review Activity Timetable 2003-2006

April May June July Aug Sept Oct Nov Dec Jan Feb March April May June July Aug Sept Oct Nov Dec Jan Feb March April May June July Aug Sept Oct Nov Dec Jan Feb March April

2004

2005

2006

2007

**Community Wellbeing
Final Report Nov 04**

**Co-ordination of PPG17
Consultation on Public Space**

**Public Space
– Review of services in line with results of consultation**

**Customer Service Project 'C'
Pilot Inspection Jan 2005**

**Benefits DWP help
team & BFI Report →**

**Implementation
work ongoing →**

**Waste Collection
Purchase & delivery**

**Implementation
work ongoing →**

Leisure Provision- Report to May Council

Timetable confirmed for implementation

**Housing Service
Audit Commission Support**

**Corporate
Plan Review**

**Roll forward following June
Elections**

**Corporate
Plan Review**

**Roll forward following June
Elections**

**Corporate
Plan Review**

**Roll forward following June
Elections**

Improvement Planning Implementation

**3yr programme of audit,
inspection & support leading up to full re-inspection late 2006**

**2006/07 CPA
Inspection**

Crosscutting

Service Based

Corporate Improvement

April May June July Aug Sept Oct Nov Dec Jan Feb March April May June July Aug Sept Oct Nov Dec Jan Feb March April

Hart District Council BVPP Appendix 2 Continuous Improvement Review Activity Timetable

April 2003 – April 2006

Looking Back

Community Wellbeing

This review commenced April 2003 looking at all aspects of how we provide for the Health & Wellbeing needs of our community and improve the quality of life in Hart. The end date for this review was April 2004. Review delayed due to activity levels prior to restructure, Lead officer departed February 2004. Review moved in to research & recommendation stage in April 2004. The review's final report is due in November.

Clean, Green, Safe Public Space

This review commenced July 2003 to look at how we manage the environment we provide for the people of Hart, while still making sure we maintain the environment for future generations. Certain aspects such as waste collection became accelerated early on in the review resulting in new waste collection lorries being purchased. Momentum slowed due to this activity. The focus for the Public Space review team will now be towards a co-ordinating role for current activity in this area i.e. PPG17 consultation, Countryside Service Review to avoid duplication of effort. The results of these exercises will be fed into ongoing improvement of Public Space.

Consultation

Between July 2003 and February 2004 a range of statutory customer surveys were conducted regarding key areas of council activity. These are also shown in Appendix B:

Survey	Description	Run time	Results received
Housing & Council Tax Benefits (part 1)	Summer season – satisfaction survey of current benefits recipients	August 2003	November 2003
Residents Survey	Survey of the local community on customer satisfaction and quality of life	September – November 2003	December 2003
Planning Services	Satisfaction survey of planning applicants between 1 st April – 30 th Sept inclusive	October – November 2003	January 2004
Housing Needs Survey	Seeking residents' opinions on housing needs. This helps develop housing and planning policies that meet the needs of local community and evidence bids for funding	October – November 2003	January 2004
Housing & Council Tax Benefits (part 2)	Winter season – satisfaction survey of current benefits recipients	January 2004	March 2004

During Summer 2003, residents' views were sought on the Council's Corporate Objectives through a questionnaire in Hart News.

Looking Forward

Future Reviews

Appendix A details the current level of review activity within the council, spanning service specific activity to crosscutting reviews and corporate strategies.

Appendix B sets out the timetable of existing reviews and proposed activity in the coming years.

Community Transport

In the timetable produced in November 2002, there was a proposal for a possible joint review of transport. The need for this was based on results of local consultation, including the Mori survey which took place in 2001. Since this suggestion the following activity regarding transport through the HCP (LSP) and other partnerships has been moving this subject forward.

- The draft themes of the Community Strategy were agreed in Summer 2003, one of which was Transport. Consultation with the public on these themes took place January – March 2003 through Hart News
- Hampshire County Council have taken the lead on this. The action plan to look at transport provision will be finalised following the above consultation
- This is backed up by the HCC's Local Transport Plan and the NEHTS (North East Hampshire Transport Strategy) put together by Hart DC, Rushmoor BC and Hampshire CC
- There is work being undertaken regarding s106 development agreements and their contribution to issues within the area including transport.
- Purchase and introduction of the 3 Cango buses, to facilitate access for rural sections of the community and for those without access to other forms of transport.

Customer Service

Through the Volanti review of corporate management arrangements, followed by I&DeA Peer Review and the results of CPA, the need for a corporate approach to customer service is well recognised within the council. Ground work/initial projects started in January of 2003 around this and has resulted in a range of activity regarding this theme. To bring all this activity under one exercise a formal review of Customer Service is due to start in June 2004 with scoping & preparation continuing up until this point.

Continuous improvement & Improvement Planning

The CPA Inspection results were published in January 2004. Since then the council has been involved in Improvement Planning in conjunction with the Audit Commission. The Council's score of 'Fair' decides the level of inspection and audit activity the council will receive over the next three years but will result in targeted review and improvement activity in priority areas. BVPP Appendix 1 details these priority areas and once the timetable of review and inspection has been agreed with the Audit Commission this will be added to the 2003 – 2006 Review Timetable

Restructuring

Implementation of the corporate restructure began in January 2004. During the time of transition there is likely to be implications for on the council's improvement activity and capacity. This is recognised by senior management.

Current Review and Improvement
Activity within the Council – Update January 2004

Current Reviews

P	Review	Lead Officer/Contact	Start date	Target End Date	Date Completed	Comment
1	Corporate Plan	Jane Terry (Jules Samuels)	Oct 2003	26 th Jan 04	26 th Jan 04	Review timetable on target. 15 th January Cabinet recommended plan to Council 29 th January – scheduled to roll forward summer 04
2	Leisure (stage 1)	Carol Peak (Chris James)	Oct 2003	Cabinet Report Dec 03	Report to Jan Cabinet	Proposals for most appropriate delivery options. To be taken forward for investigation by interim manager - Implementation follows
	Leisure (stage 2)	Interim Manager Hywl Griffiths (Chris James)	Jan 2004	Dec 2005	-	Investigation of proposals by interim manager - Implementation follows in line with re-structuring Activity & Timetable agreed though Cabinet & Council May 2004. Progress will be monitored through Council members forming a review steering group chaired by Cabinet member for Fleet & District Leisure
3	IT (stage 1)	Chris James (Aten Consultants)	28 th Sept 03	Final Report Nov 03	6 th Nov 03	Final report received
	IT Restructure	Sue Barton	June 04	TBC	-	Planning and establishment of new IT & communications management structure
	IT (stage 2)	Sue Barton	TBC	TBC	-	full implementation of recommendations following new management structure being established
4	Benefits	Carole Lowe (IRRV Solutions)	June 2002	Sept 2003	Ongoing	Recommendations from review have been amalgamated into service plan along with BFI Report & DWP help team improvements, work is ongoing Bid for Intergration of Revs & Bens IT System. Researching Interim mgm't solution to imp't early 04-05
5	Customer Service	Elaine Cooper Helen Blackburn	Pre work Jan 03→ Review start June 04	TBC	-	Project planning has commenced – Review to start officially Early 2004 Implications of Maternity leave – review lead moves to Helen Blackburn to June 04

P	Review	Lead Officer/Contact	Start date	Target End Date	Date Completed	Comment
C	Project Management	None allocated	Identified through improvement planning Activity TBC	-	-	Seminars on PRINCE2 approach have been given by IT officers – the need for a corporate approach to project management including better understanding of resourcing and risk analysis prior to beginning projects.
C	Risk Management	Amanda Broder	Sept 2003	March 2004	31 st March 04	Existing policies on Risk Management & Disaster Recovery require attention. Joint report to S&GP 15 th Jan on progress. Risk register & guidance circulated to staff 31 st March 2004
C	Corporate Training	Ros Vickers	August 2003	-	Dec 2003	Training plan produced December 2003. Need for more organisational training Jan – June 04
C	Corporate Consultation	Nicola Parsons	7 th August 2003	27 th August 2003	-	Nil or inadequate Information provided by the majority of service managers
C	Corporate Consultation	Clare Blackmore	1 st June 2004	Deliver position statement end July 2004	-	A review of existing consultation activity across council services will be conducted resulting in a the preparation of a position statement for use in planning & co-ordinating future corporate arrangements
C	Partnerships	Policy Panel (Elaine Cooper)	July 03	Summer 2004	-	Responsibility for review passed to Elaine Cooper under restructure. Exact reporting procedure TBC when officer returns from maternity leave June 04
C	Developer Contributions/ S106 contributions	Mathew Evans Newly appointed Planning Manager starts June 04	-	-	Time-scales TBC	Government issued draft consultation on guidance regarding Developer Contributions. External Funding Co-ordinator post provided through planning delivery grant – to act as a corporate resource
C	IIP	Ros Vickers	Ongoing	Inspection June 2004		Work focus towards inspection 29 th & 30 th July 2004
C	Business Continuity	Neil Carpenter	-	-	-	Team re-organised under restructure, Targets for work in this area TBC
C	Freedom of Information	Rod Hursthouse	Jan 2002	Jan 2005	-	Publication scheme approved 12 th Feb 03, metadata sheet finalised 04, detailed content being collected on ongoing basis. Development of Intranet to manage publication scheme ongoing. Draft retention policy prepared June 04. Currently

P	Review	Lead Officer/Contact	Start date	Target End Date	Date Completed	Comment
						mapping individual request process, draft due July 04. Staff & Member Training June – December 04
S	Community Wellbeing	Ron Percival	1 st April 2003	Nov 2004	Implementation of improvement plan 2004→	Agreement of review objectives 27 th Nov 2003. Lead officer departed February 2004 – review delayed due to activity levels prior to restructure Review moves in to research & recommendation stage – April 2004. Interim report due July 04, Final report due Nov 04
S	Public Space	Phil Whiting Newly appointed Head of Service	1 st July 2003	June 2004 Review refocus to co-ordinating role March 04	See <ul style="list-style-type: none"> • PPG17 • Countryside review • Waste collection procurement 	Momentum slowed due to need for the procurement of Waste Collection vehicles. Focus for public space review team will now be towards a co-ordinating role for activity in this area to avoid duplication of effort (see below). Plans for future delivery of service will be based on the results of PPG17 consultation due Dec 2004. HoS plans to review all areas under Public Space by Dec 05
S	Countryside Service	Rod Auty	Requested through Cabinet Jan 03	-	-	Activity in this area will be co-ordinated though public space team to avoid duplication of effort
S	PPG17 – Open space, Parks, Playgrounds	Ian Phillips	-	-	-	Activity in this area will be co-ordinated though public space team to avoid duplication of effort
S	HR Suite of policies	Ros Vickers	April 2004	Complete 12 policy cycle by November 2004	Ongoing into future years	From 2004/05, HR have a rolling programme of Policy renewal. All Policies are now reviewed on an annual basis. Our target is to review one Policy per month. The time-scale allows for the consultation period involving Management Team, UNISON and the appropriate Committee. Owing to the priorities of the current year, some Policies have been rescheduled to avoid the first and final quarter of the year - the intention is still to achieve 12 Policies per year (either new or renewed). Completed policies are posted on the Intranet.

P = Priority **C** = Corporate Activity **S** = Service Activity