

Epping Forest District Council

Comprehensive Performance Assessment Improvement Plan (August 2007)

WEAKNESS (AND CPA REPORT REF)	ACTION(S)	LEAD RESPONSIBILITY	PROGRESS
(1) Community Strategy is only now emerging and has weaknesses (CPA Report Paragraphs 26, 106)	(a) Ensure that the Council has a significant role in the Local Strategic Partnership's (LSP) themed action groups to develop and take forward key themes and actions	Chief Executive/Deputy Chief Executive	<p>Specific Community Strategy actions/targets were set in May 2005, along with the allocation of responsibility for achievement of targets via a range of themed action groups established by the LSP.</p> <p>The relationship between the Council and the LSP was reviewed during 2006/07 by an Overview and Scrutiny task and finish panel.</p> <p>The implementation of the Community Strategy is an on-going issue and the Cabinet/Finance and Performance Management Scrutiny Panel has agreed that this action remain within the improvement plan in view of the importance of the Local Area Agreement (LAA) for Essex.</p> <p>A report on the refresh of the LAA was considered by the Finance and Performance Management Cabinet Committee in June 2007 and, as a result, the Overview and Scrutiny Committee has been requested to consider how the Council can become more actively involved in the LAA, particularly through the alignment of funding to secure LAA priorities.</p>

Epping Forest District Council

Comprehensive Performance Assessment Improvement Plan (August 2007)

	<p>(b) Monitor the progress of the Community Strategy actions along with LSP partners</p>		<p>The Community Strategy actions/targets have been reviewed and updated by the LSP's action groups on an on-going basis and are now aligned with the Essex LAA. Actions/targets will be reviewed further in line with government guidance on sustainable community strategies.</p> <p>The implementation of the Community Strategy is an on-going issue and the Cabinet/Finance and Performance Management Scrutiny Panel has agreed that this action remain within the improvement plan in view of the importance of the Essex LAA. A report on the refresh of the LAA was considered by the Finance and Performance Management Cabinet Committee in June 2007 and, as a result, the Overview and Scrutiny Committee has been requested to consider how the Council can become more actively involved in the LAA, particularly through the alignment of funding to secure LAA priorities.</p>
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Epping Forest District Council

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	<p>(c) Ensure that the Council plays a full part in appropriate action groups in terms of driving forward the actions in the Community Strategy</p>		<p>The involvement of the Council in the LSP's themed action groups was considered as part of the Overview and Scrutiny review undertaken during 2006/07.</p> <p>The implementation of the Community Strategy is an on-going issue and the Cabinet/Finance and Performance Management Scrutiny Panel has agreed that this action remain within the improvement plan in view of the importance of the Essex LAA. A report on the refresh of the LAA is to be considered by the Scrutiny Panel on 19 June 2007.</p>
<p>(2) No clarity around geographical and deprivation priorities (CPA Report Paragraph 31)</p>	<p>(a) Analyse levels of deprivation by individual wards with reference to the Indices of Deprivation.</p>	<p>Chief Executive/Deputy Chief Executive</p>	<p>An analysis of levels of deprivation by individual wards has been undertaken and aligned with the Essex LAA. A report on the refresh of the LAA was considered by the Finance and Performance Management Cabinet Committee in June 2007 and, as a result, the Overview and Scrutiny Committee has been requested to consider how the Council can become more actively involved in the LAA, particularly through the alignment of funding to secure LAA priorities.</p> <p>The Council Plan for 2006 to 2010 includes references to deprivation as part of its action plan. Progress against the achievement of objectives and targets set out in the Council Plan was considered by the Scrutiny Panel on 19 June 2007.</p>

Epping Forest District Council

Comprehensive Performance Assessment Improvement Plan (August 2007)

(3) Mixed levels of customer and partner satisfaction (CPA Report Paragraph 67)	(a) All Heads of Service to investigate customer satisfaction and, where appropriate, to develop appropriate action plans to improve satisfaction levels.	All Heads of Service	<p>Customer satisfaction surveys (2003/04) also provided mixed levels of satisfaction, a situation shared by a majority of local authorities at that time</p> <p>Customer satisfaction surveys have recently been completed for 2006/07, and the results will be reported to the Finance and Performance Management Cabinet Committee in September 2007. Presentations on the results of the surveys will be made to members on 18 October 2007 and action plans will be developed where appropriate to improve satisfaction levels.</p>
	(b) Develop strategy for identifying and measuring customer satisfaction across the council's services.	Head of Human Resources and Performance Management	<p>A new Public Consultation and Engagement Strategy, and proposals for the development and introduction of an annual Consultation Plan were agreed by Cabinet in March 2006.</p> <p>The Consultation Plan for 2007/08 was considered by the Cabinet on 11 June 2007 and will be reported to the Finance and Performance Management Scrutiny Panel on 19 June 2007.</p> <p>Action to be considered further following consideration of results in relation to customer satisfaction surveys for 2006/07.</p>
(4) Learning not systemised into structures (CPA Report Paragraph 99)	(a) Consider re-introduction of Staff Suggestion Scheme.	Head of Human Resources and Performance Management	Proposals for the re-introduction of a Staff Suggestion Scheme were considered by Management Board in August 2006. These proposals are to be discussed with the Leader of the Council on the basis of the reintroduction

Epping Forest District Council

Comprehensive Performance Assessment Improvement Plan (August 2007)

			<p>of a scheme for a twelve-month trial basis, possibly in tandem with proposals recently developed for a Team/Section of the Year award.</p>
	<p>(b) Develop proposals for improved staff communication.</p>		<p>Improved staff communication requirements were an issue identified through the results of the employee survey undertaken during November 2006. Proposals for improved staff communication processes are to be progressed through the Investors In People (IIP) reaccreditation process during 2007/08, led by the corporate IIP Steering Group.</p>
<p>(5) Limited cross-departmental fault reporting (CPA Report Paragraph 152).</p>	<p>(a) Introduce requirements for cross-service fault reporting across all service areas.</p>	<p>Head of Environmental Services/ Head of Human Resources and Performance Management</p>	<p>It was originally anticipated that the development of a corporate customer contact centre would address this issue, although The implementation of the Customer Services Transformation Programme has since been deferred until further capital funding is available.</p> <p>Cross-departmental fault reporting arrangements are to be investigated for possible inclusion in the corporate Staff Induction Programme, which is currently being revised.</p>