

## Cross Cutting Targets Qtr 2 Update

### 2. Internal Administrative Efficiency

Project brief:	To provide an administrative support function that is fit for purpose, flexible and resilient and able to provide high quality delivery of administrative support within the Council's changing environment.
Corporate Director:	Richard Peters, Corporate Director Community Wellbeing
Key service contributions	People and Organisational Development, Heads of Service, Administration Officers
Lead Member:	Cllr Pragnell
Overview and Scrutiny:	Resources
2009/10 Target(s)	<b>2.1 Implement effective and efficient administrative arrangements coordinated with physical accommodation changes and staff moves including amalgamating the Century House and Aquila Central Admin Teams</b> <b>2.2 Develop Service Support Units in each main Council Building to achieve standardised procedures, greater flexibility and more efficient use of resources.</b>

#### Qtr 2: On Target

- § Savings of £179K over a full year have been realised and there is a possibility that further economies will be achieved

### 3. Customer Contact

Project Brief:	To improve the quality and value of customer contacts with the Council.
Corporate Director:	Richard Peters, Corporate Director Community Wellbeing
Key Service Contributions:	IT, POD, HIC, Heads of Service
Lead Member:	Cllr Beaver
Overview and Scrutiny:	Resources
2009/10 Target(s)	<b>3.1 Evaluate the pilot contact centre approach used for handling recycling and waste enquiries and investigate its applicability for other services.</b> <b>3.2 Improve the quality of information we provide to customers thereby reducing unnecessary contact as monitored by NI 14 'Avoidable Contact'</b>

#### Qtr 2: On Target

- § Detailed work continues on investigating the contact centre approach for HBC, and how it might be applied.
- § Figures show that avoidable contact for some departments is very high, and work is underway on improving information provision, particularly on-line.

### 4. Efficiency and Resilience Reviews

Project brief:	To undertake a programme of efficiency reviews, prioritising those with the potential for the biggest gains in efficiency, cost savings and/or resilience
Corporate Director:	Neil Dart, Corporate Director Corporate Resources
Key service contributions	Financial Services, Policy Partnerships and Sustainability, People and Organisational Development Services, all Heads of Service

Lead Member: Cllr Beaver

Overview and Scrutiny: Resources

- 2009/10 Target(s)
- 4.1 Update report on progress of PIER to July Cabinet.**
  - 4.2 Identify savings to contribute to the development of the 2010/11 Budget**

#### **Qtr 2: On Target**

- § An update report on the financial position of the Council to July Cabinet was achieved. A further member seminar on the financial position was held on October and followed by a report to Cabinet in November
- § The Group have now met on a number of occasions and are overseeing efficiency savings in a number of areas. The overall level of savings, though, will only be a contribution to the financial position and not a substitute for PIER

#### **5. Equalities**

- Project brief: To ensure we provide better services and are a better employer by increasing our organisational sensitivity and responsiveness to issues of Equality and Diversity.
- Corporate Director: Roy Mawford, Chief Executive
- Key service contributions: Policy Partnerships and Sustainability, People and Organisational Development Services, all Heads of Service
- Lead Member: Cllr Pragnell
- Overview and Scrutiny: Resources
- 2009/10 Target(s)**
- 5.1 Combine our race, gender and disabilities action plans into a Single Equalities Scheme, to be agreed following consultation and development of a SMART action plan.**
  - 5.2 Ensure the Council can self assess at Level 3 of the Equalities Standard or its successor by autumn 2009.**

#### **Qtr 2: On Target**

- § Following development of the draft Single Equalities Scheme and subsequent consultation undertaken in August, a supporting SMART Action Plan is being developed and will be feedback to consultees in November. The final draft Scheme and Action Plan will now be presented to a later Cabinet in February, instead of November as reported to the last O & S - this slight delay has been caused by the early departure of the Corporate Equalities Project Officer and the maternity leave of the Policy Officer who will be leading this work in future. A temporary resource has been appointed and will be supporting the project from early November 2009.
- § Notwithstanding the staffing issues referred to in 5.1, the Council will be undertaking a self assessment of its current performance against the Equalities Standard during the autumn using the IDeA's Equality Framework Evidence Collection Tool (EF:ECT). This tool enables evidence to be uploaded once and tagged for reporting and progress measurement.