

APPENDIX 1

CAA Managing Performance Audit Action Plan

KLOE	Detail	What we did 2008/9	Feedback	2009/10 Actions	Key Contributors	Key Evidence	Target Date
How well is the organisation delivering it's priority services, outcomes and improvements that are important to local people?	Effective in identifying and delivering priority services and outcomes	Corporate Plan – priority themes, key actions/activities	Lack of targets and appropriate actions around some priority themes (esp. Tourism and Transport)	Review 2009/10 Corporate Plan	Cabinet, CMT	PI and progress reports	Dec 2009
				Publish 2010/11 baseline PI data and; Set clear targets	Cabinet, CMT, Strategic Performance Team	2010/11 Corporate Plan	April 2010
				Revise Corporate Priorities to ensure relevance to EBC	CMT, Cabinet	2010/11 Corporate Plan	April 2010
	Improving the services and outcomes for which it is responsible	DRIVE info Place Survey data Benefits inspection report Identify improvements	Poor performance in benefits Declining performance in major planning apps	Clearly evidence key service area improvements. Specific improvement reports for highlighted areas	Senior Head of Community Services. Senior Head of Environmental Services	Performance reports and; Overview of improvements in key services	June 2010

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	Contributing to wider community outcomes	Examples of partnership working ESP Eastbourne/Hailsham Triangle Devolved budget activities Place Survey results	Need to show clear outcomes that have been achieved	Evidence trail of all partnership working and project outcomes	CMT, ESP and other partners	Comprehensive review of partnership work for the year	June 2010
	Tackling inequality and improving outcomes for people in vulnerable circumstances	Information on equalities work (support to groups etc) Free Swimming Youth engagement activities Towner outreach projects Safeguarding policy	Not flagged as a major issue but need to continue to show commitment to this area	Tag all relevant work and reports in this area to build evidence file. Develop outcome measures where possible	CMT	Identify PIs and projects linked to inequalities/vulnerable people; End of year report on inequalities and vulnerable people work	

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<p>The organisation has the leadership, capacity and capability it needs to be effective</p>	<p>Political & managerial leadership is good</p>	<p>DRIVE – process so far, planning, consultation and recruitment Member interviews with Leader, Leader of Opposition and Chair of Scrutiny</p>	<p>Some uncertainty over the introduction of “New Management” and sustainability Are Members informed enough about performance issues</p>	<p>Continue to evidence the DRIVE process and it’s successes. Improve performance information flow to Members through regular detailed reporting (Scrutiny & Cabinet) and Members Newsletters updates. Member involvement in revising the performance management framework</p>	<p>DRIVE project board, Cabinet, Scrutiny</p>	<p>Performance reports, Drive project updates, Self assessment with input from Members</p>	

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	Keen awareness of capacity issues	Workforce planning evidence through UoR DRIVE and Senior Management Recruitment	Uncertainty over the impact of management changes through DRIVE and time taken to fill interim vacancies	Complete recruitment process of senior management team	Head of Human Resources, CMT	Senior management team in place	
	Prospects of success in delivering future improvements are promising - General Target setting and PI use	DRIVE focussing on shaping the authority to deliver priorities. Referenced service teams using suites of local indicators to manage services	Purpose of DRIVE is clear but need to evidence results Lack of clarity and visibility of targets and LIs	Evaluate success of DRIVE process and future plans Pull all locally used indicators into a centrally managed database	DRIVE project board Strategic Performance Team	Evaluation report Completed Database, Targets communicated, Quarterly performance reports against indicators/targets	Database in place by March 2010, reporting ongoing

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	Systematic evaluation is in place for all key projects	Monitoring reports mapped through Corporate Plan. Steering groups as well as committees	Monitoring of performance targets related to projects should be communicated more clearly	Aligning corporate project planning process and evaluation methodology	CMT, relevant project boards and steering groups	New projects should contain measurable targets to be reported against on a regular basis	

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	<p>Opportunities for improving its contribution to community leadership are well understood and pursued</p> <p>- Evidence of activity and community outcomes</p> <p>- Communicate performance to residents. Members, partners and officers</p>	<p>Updates on ESP working, member interviews</p> <p>Place Survey Reports and Local Indicators through Corporate Plan Available NIs</p> <p>Mapped reporting through Corporate Plan (Public Meetings) Eastbourne Review Members Newsletter Website</p>	<p>Members should have greater access to performance information</p> <p>Relating activities to outcomes to show we plan what we deliver</p> <p>Not enough clear communication with residents</p>	<p>Re-introduce quarterly performance reporting</p> <p>Create and maintain a central repository for resident and partner feedback Build in Outcome measurements to action plans</p> <p>Retain all press releases and published performance information Revise Webpages to highlight information in a more timely fashion</p>	<p>Strategic Performance Team, CMT, Cabinet, Scrutiny</p> <p>Strategic Performance Team</p> <p>MEG, Communications Team, Strategic Performance Team</p>	<p>Performance reports and minutes from CMT, Cabinet and Scrutiny, evidence of activities and outcomes</p> <p>Evidence of communication with and feedback from residents and how this has been used to shape services</p> <p>Press releases, news stories, web articles, performance information published, Council Tax leaflet, Eastbourne Review</p>	<p>Ongoing</p> <p>Compiled by June 2010</p> <p>Compiled by June 2010</p>

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