

Aim 5: To Transform the Council

Strategic Objective 9

To know our communities and meet their needs

Strategic Objective 10

To develop the leadership, capacity and capability to deliver future improvements

Key Performance Questions

- 17. What services are important to local people?
- 18. How accessible are our services and how well are they improving?

Key Performance Questions

- 19. How well do we demonstrate leadership?
- 20. What is our capacity and capability to deliver future improvements?

Priority Service Objectives

- 5.9.1 Through monitoring of service users and levels of customer satisfaction
- 5.9.2 To support service improvement to meet the needs of all – excellence and diversity
- 5.9.3 To develop and implement the Council Plan and the corporate planning framework
- 5.9.4 To aspire to 'A Plan for Every Parish'

Priority Service Objectives

- 5.10.1 To secure continuous improvement in the Council's decision making process
- 5.10.2 Being recognised as an employer of choice
- 5.10.3 Supporting democracy
- 5.10.4 To deliver the Corporate efficiency programme
- 5.10.5 To build our capacity to deliver through collaboration and working in partnership

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Performance Narrative:

The Council undertook the biennial place survey of residents in September to December 2008. We are still awaiting the final report on the survey as the release of the data has been delayed by CLG due to concerns nationally over quality assurance of the data. However we have used the first two questions in the place survey as the basis for wider community engagement activity and this has informed the development of the Financial Strategy and the Council Plan 2009-13. We have used the answers to these questions to identify those services, which are valued most highly by our residents, and those which they believe most need improving. We will be using the data from the place survey to identify levels of satisfaction with the Council in the longer term (every two years) and in the shorter term all services will be implementing customer satisfaction and equalities monitoring. The focus of monitoring will be accessing our services, treatment received by and outcome achieved for the customer. This information will then inform service reviews and equality impact assessments.

The outcomes of the 'Council Conundrum' workshops undertaken earlier this year are available on request from the Head of Transformation. The workshops engaged groups including adults with learning disabilities, carers, those cared for, older and younger people and special families. The workshops were structured around the principles of appreciative inquiry and utilised a board game developed within the Council. Workshops focused on what people value within their communities as individuals and what as a group they felt most needing improving in order to improve their quality of life. The evidence gathered through this exercise has been used to inform the Councils financial planning process for 2009-10 and the development of the longer term Financial Strategy for the Council. It has also informed the Equality Impact Assessment undertaken in the development of the new Council Plan 2009-13 and financial strategy. The Council is also in the process of refreshing its community engagement plan for 2009-13. An evaluation of the delivery of the plan for 2006-9 is currently being undertaken. The development of our future approaches to informing involving and consulting our communities will be developed in this plan. We plan to repeat the sessions with seldom heard groups twice a year to inform the Councils corporate planning and extending to other groups, for example people experiencing mental health problems, gypsy and traveler communities and young carers are a priority for 2009-10.

The Council has in partnership with the RSP developed a comprehensive programme of Community Led Planning. This has been geographically focused and is currently taking place in the Howardian Hills AONB. The vision for this programme is of 'A Plan for Every Parish'. Ryedale has 99 parishes of which 5 are Town Councils, 63 Parish Councils and 31 Parish Meetings. A total of 51 community led plans have been published of which parish plans have been published for 39 of our 63 parish councils and 7 by parish meetings. The total coverage of our community led planning activity has so far been that 77% of the total population of Ryedale have had access to a community planning project, with average response rates being 80%. This body of plans therefore represents an extensive evidence base with which the council and its partners can inform their financial planning activities and decision making. Projects identified by communities in their parish plans should be prioritised for support from the LEADER programmes, launched in April this year.

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Performance Narrative:



The recent combined European Parliamentary and County Council Elections were successfully held on 4 June in the Ryedale area, with candidates and agents from across the political spectrum complimenting the authority on their smooth running. There was a turnout of 40.5% in the European Election and ranging from 47.99% to 32.97% across the County Divisions, and over 4500 postal votes were received and processed. A project plan approach was adopted, drawing on support and expertise from many areas of the Council and beyond. A post election review will take place to highlight areas of good practice for future use and also look at how the process could be further improved and refined. Progress in maintaining Investors in People status is on target with internal reviews taking place throughout the summer, the results will be produced by the end of the year.

The Council has made good progress in delivering it's planned efficiencies for 2009/2010. It is likely that with the current economic climate and squeeze on public finances the budgetary pressures on authorities will increase. With this in mind, challenging efficiency targets for future years have been established to enable investment in Council priorities.





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Key Performance Question: 17. What services are important to local people?

Covalent Reference	Indicator	Last Update	Current Value	2008/09		Latest Note	Current Position	Short Term Trend Arrow	Long Term Trend Arrow	SMT Lead
				Value	Target					
TT 4	Top priorities for local people					Place Survey 2008-09 1. Affordable decent housing. 2. Public Transport 3. Shopping Facilities 4. Job prospects 5. Road/pavement repairs 6. Activities for teenagers 7. Traffic congestion 8. Wage levels/cost of living	These priorities have been reflected in the new Council Plan priorities.			Clare Slater


Key Performance Question: 18. How accessible are our services and how well are they improving?

Covalent Reference	Indicator	Last Update	Current Value	2008/09		Latest Note	Current Position	Short Term Trend Arrow	Long Term Trend Arrow	SMT Lead
				Value	Target					
TT 5	Equality Standard for Local Government (was BV2a)	2008/09	Level 2	Level 2	Level 3	Following Equality Audit undertaken in 2008 - target adjusted to be realistic.				Clare Slater
CB LAA 41	Percentage of population within 5 miles of a Joint Access Centre	Q3 2008/09	76.7				2009/10 target for the NYLAA2 has been met.			Paul Cresswell


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Service Objective: 01. Through monitoring of service users and levels of customer satisfaction

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP TT 0913 06	Service Equality Monitoring		Need to develop corporate standards for service monitoring of users and satisfaction, then roll out across all areas. To start with Customer services and benefits. Clare Slater to meet with Angela Wood.	21/04/2009	Clare Slater


Service Objective: 02. To support service improvement to meet the needs of all – excellence and diversity

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP TT 0913 07	Engaging seldom heard groups		Ryedale Together - BME liaison officer is prioritising the engagement of the Gypsy and Traveller Community. Full report and summary for Raising our game available from Head of Transformation.	21/04/2009	Clare Slater

Service Objective: 03. To develop and implement the Council Plan and the corporate planning framework

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP TT 0913 37	CAA self assessment - area and organisational		Use of Resources self-assessment drafted and Deloitte working through this on Covalent. Needs to be developed beyond May as improvement tool for the Council. NYSP area self evaluation completed with input from RDC. Ryedale Area self-evaluation now being drafted, to be circulated to partners late May, for inclusion on RSP agenda 23 June 2009. Library of case studies being developed for use in other reports eg Annual report.	21/04/2009	Clare Slater

Service Objective: 04. To aspire to 'A Plan for Every Parish'

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
RSP CE 06	A Plan for Every Parish	 77%	The Council has in partnership with the RSP developed a comprehensive programme of Community Led Planning. This has been geographically focused and is currently taking place in the Howardian Hills AONB. The vision for this programme is of 'A Plan for Every Parish'. Ryedale has 99 parishes of which 5 are Town Councils, 63 Parish Councils and 31 Parish Meetings. A total of 51 community led plans have been published of which parish plans have been published for 39 of our 63 parish councils and 7 by parish meetings.	12/05/2009	Julian Rudd

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Key Performance Question: 19. How well do we demonstrate leadership?

Covalent Reference	Indicator	Last Update	Current Value	2008/09		Latest Note	Current Position	Short Term Trend Arrow	Long Term Trend Arrow	SMT Lead
				Value	Target					
NI 4	% of adults surveyed who feel they can influence decisions affecting their local area (Biennial)	2008/09	30.9%	30.9%		Awaiting publication of national results (end of June 2009) to enable further analysis.		?	?	Clare Slater
NI 3 LAA	Civic participation in the local area (Biennial)	2008/09	18%	18%			Place survey undertaken - awaiting CLG data release (end of June 2009) for comparisons and to enable further analysis.	?	?	Louise Sandall

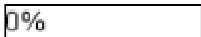
Key Performance Question: 20. What is our capacity and capability to deliver future improvements?

Covalent Reference	Indicator	Last Update	Current Value	2008/09		Latest Note	Current Position	Short Term Trend Arrow	Long Term Trend Arrow	SMT Lead
				Value	Target					
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer	2008/09	10.7%	10.7%		Sample survey undertaken in February 2009.	Survey results to be analysed and action plan developed for improving access to services - right first time every time.	?	?	Paul Cresswell
NI 179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since start of 08-09 financial year (forecast Oct, actual March)	1st Half 2008/09	£150000			The deadline for the submission of NI 179 is 24 July 2009. Calculation of savings achieved will follow the closure of accounts.	Forecast of efficiency gains for 2008-09 entered onto national data hub in October 2008.	?	?	Trevor Anderson


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Service Objective: 01. To secure continuous improvement in the Council's decision making process

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP LS 0913 03	To evaluate the effectiveness of the implementation of the Constitution Review	 0%	Currently scoping evaluation criteria.	12/06/2009	Anthony Winship

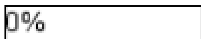


Service Objective: 02. Being recognised as an employer of choice

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP OD 0913 01	Formulate an action plan for maintaining IIP accreditation	 44%	Management Plan and Rolling Internal Review Management Plan completed. Planning meeting with Lead and Internal Reviewers undertaken.	11/06/2009	Louise Sandall



Service Objective: 03. Supporting democracy








Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP OD 0913 12	Complete project plan and delivery of European and County Council election	 87%	The polling, verification and count processes have now been successfully completed.	08/06/2009	Louise Sandall

Service Objective: 04. To deliver the Corporate efficiency programme

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP TT 0913 31	Business Improvement Programme		To be developed as a priority task by Business Improvement Officer on appointment. Programme to be linked to VFM strategy and Corporate Efficiency Programme. Priority projects - Admin review, Accessing Council Services.	21/04/2009	Clare Slater
SDP TT 0913 34	Value for Money		VFM Strategy to be presented to committee in June 2009	12/05/2009	Clare Slater
SDP D 0913	Deliver the Corporate efficiency programme		Considered by members of Resources Working Party on 17/06/09.	12/06/2009	Paul Cresswell

Service Objective: 05. To build our capacity to deliver through collaboration and working in partnership

Covalent Reference	Priority Action	Progress	Latest Note	Latest Note Date	SMT Lead
SDP TT 0913 42	Shared Services		New procurement partnership being developed with other NY Local Authorities. Report to committee July 2009 SMT to visit Selby DC to investigate potential for future partnership working to achieve efficiencies.	12/05/2009	Clare Slater
SDP TT 0913 43	Partnership Protocol		To be informed by the Partnership Improvement Programme and to be submitted to committee in July 2009	21/04/2009	Clare Slater

Long Term Trends		Short Term Trends	
	The value of this PI has improved in the long term.		The value of this PI has improved in the short term.
	The value of this PI has worsened in the long term.		The value of this PI has worsened in the short term.
	The value of this PI has not changed in the long term.		The value of this PI has not changed in the short term.
	Long term arrows compare the current value with an average for the previous two years.		Short term arrows compare the current value with the previous value
	Trend arrows cannot be calculated because this is the first result for this performance indicator		