

How the Authority is run: Corporate Outcome K: We provide quality, customer focused, sustainable services and ensure continuous improvements in the way these are delivered by ..

Action 1: Ensuring value for money, sustainability and high standards of corporate governance in the way that we deliver services (Priority level 3)

At the end of 2007/08 all our auditor reports were unqualified and we put in place an Environmental Policy to reduce our carbon footprint. Our target for 2008/09 is for 100% unqualified auditor reports and a 5% reduction in our carbon footprint. We will also identify an appropriate customer service standard to help us identify further improvement action.

During 2007/08 we ...

- Agreed an environmental management policy and reported on year one baseline data including estimated Authority carbon footprint
- Developed the document management system to support achievement of speed of processing planning applications within government targets (the 1 major application received fell outside the target)
- Further embedded performance management through development of corporate indicators and quarterly reporting and analysis of performance against targets resulting in 87% outputs achieved
- Implemented the new organisation structure review on time and within the agreed budget including creating the new property service to support the strategic development of the Authority's property portfolio
- Provided essential Equalities update training for managers
- Involved members and staff in progressing a sustainable capital strategy by agreeing tight limits over the Spending Review period and agreeing a new Minimum Revenue Provision policy
- Made efficiencies and reduction in carbon footprint through a change in our fleet management procurement

In 2008/09, in addition to providing core services, we will..

- Deliver the actions of the Environmental Policy including to reduce the Authority's overall carbon footprint by 5%
- Meet government targets for speed of processing planning applications and continue to lobby on the appropriateness of the major application target
- Further embed performance management through target setting and better use of performance information for decision making and forward planning
- Revise the asset management plan and dispose of identified properties as well as ensuring further work on asset investment, replacement and maintenance needs over a 10-20 year horizon
- Publish our Equalities Scheme
- Improve the protection of business continuity by increasing the resilience of the Information Technology (IT) infrastructure and having disaster recovery plans in place and tested
- Improve customer service and business systems in the Planning and Central Administration services and further analyse evidence and need in Field Services

- Fully implemented the recommendations of the member scrutiny team on external funding
- Planned the 2008/09 budget to resource our priorities and begun a three year planning process linked with our performance improvement work
- Address the recommendations from the two scrutiny teams on recreational strategy and recreational management
- Develop a new Performance Improvement Plan to direct priority improvement and resource allocation for the Authority over the next 3 years

Action 2: Communicating effectively with the resident and visitor population (Priority level 2)

By the end of 2007/08 we had issued 72 press releases and generated over 400 positive articles and programmes in the media. In 2008/09 we will complete a communications strategy with agreed indicators, targets and monitoring system.

During 2007/08 we ...

- Improved the availability of information through websites and portals such that 88% of visitors found the information they needed on the website
- Developed systems to improve response times to letters but did not meet our targets.
- Distributed 2 issues of Parklife to residents of the Park, achieving 98% coverage of households
- Answered 79% of the 44,000 calls into the Authority's switchboard within 15 seconds
- Improved notification to all relevant neighbours regarding planning applications
- Improved IT connectivity to 2 of our field bases and to Losehill Hall

In 2008/09, in addition to providing core services, we will ...

- Improve service delivery through re-development of the website
- Improve monitoring to meet targets on answering letters more promptly, especially in Planning Services
- Ensure the communities in the Peak District are kept informed about the Authority's work through Parklife and news articles in local papers
- Answer at least 80% of calls within 20 seconds
- Carry out and agree actions to respond to a planned survey of residents
- Improve customer service and create efficiencies through putting in place a new telephone system for Losehill Hall

Action 3: Valuing and developing staff and members (Priority level 3)

Surveys among staff and members are conducted biannually and will be conducted in 2008/09 to understand how valued they feel and so we can plan how best to improve. We will continue to monitor performance against key "corporate health indicators" for staff (e.g. turnover, sickness, equality) and against indicators on participation in training and committees for members.

During 2007/08 we ...

- Evaluated the effectiveness of our member development programme and agreed improvements
- Delivered phase 2 of our workforce Plan including implementing a partnership Mentoring programme and new policies on Learning and Development, Succession Planning, Secondment and Appeals
- Delivered a corporate learning and development programme including a 3 year leadership and management skills programme and a new IT based learning platform
- Ensured staff and members received regular e-mail bulletins of news and information and all staff received briefings through the quarterly cascade team brief
- Improved our performance to 94% of staff having an appraisal, including a learning and development plan, by redesigning and relaunching the process

In 2008/09, in addition to providing core services, we will ...

- Sign up to and plan to achieve the East Midlands Member Development Charter
- Redesign the management competency profile and develop a generic staff competency framework
- Implement a learning and development programme to support achieving corporate priorities including climate change, engaging staff in reviewing our performance and embedding previous years' management skills training
- Continue briefings and also agree actions to respond to staff and member surveys
- Implement the new Learning and Development Policy to maintain improvements in performance and employee development

Financial Summary: Service Management and Support Services				
£,000	2006/07	2007/08	2008/09	2009/10
Direct revenue expenditure	224	230	235	
Depreciation	0	0	0	
Employee costs	278	291	304	
Recharged support costs	0	0	0	
Total Gross Expenditure	502	521	539	
Income: Sales Fees and Charges	0	0	0	
Income: Other external funding	(2)	0	0	
Net Expenditure	500	521	539	