

Service Priorities for 2004/05 *

Theme; Corporate Aim/Objectives	Linked to	Activity	Anticipated Outcome	Q1	Q2	Q3	Q4	Comment
Homes and Environment	Community Services	Recruitment of Community Wardens	Employment of Community Wardens	☺	☺			
		To ensure that our employment practices provide a safe and secure working environment	Training in lone working, health and safety	☺	☺			
Green Agenda	AQMA Sustainable travel to work plans	To develop flexible working policies and practices to minimise pollution and waste Implement actions highlighted in the Work Travel Plan	Increased number of staff working from home and utilising flexible working patterns and technology	☺	☺			
Social Inclusion	Diversity Policy	Implement Diversity Policy action plans	Action plans implemented	☺	☺			
Customer Service	Customer Care Charter	To support the implementation of the Council's programme of action to secure a good standard of customer care	Training programme in place	☺	☺			
		Support action plan to provide the Customer Service Centre	Recruitment and training programme in place	☺	☺			
			Workforce remodelling plan in place	☺	☺			

Theme; Corporate Aim/Objectives	Linked to	Activity	Anticipated Outcome	Q1	Q2	Q3	Q4	Comment
Economic Prosperity		Development of a Recruitment and Selection strategy which encourages applications from all areas of a diverse employment market	Recruitment and Selection Strategy	☺	☺			
Cultural and Leisure Opportunity	HSE Stress Management Standards	Stress audit	Health at Work activities	☺	☺			
	Absence Management Policy Employee Well-being Policy	Absence monitoring	Support systems for employee well-being	☺	☺			
Sustainability	Employers Organisation – Pay and Workforce Strategy People Strategy ODPM	Delivery of a costed project plan with targets for delivery	Leadership competency developed for inclusion in performance assessment	☹	☹			Qu.2 Development of competency linked to work planned for Personnel Issues Group and Management Forum during the next quarter.
		Corporate Training Programme reviewed against improvement plan priorities and departmental business plans service plans	Corporate Training Plan reflects the skills and development required to achieve the improvements and changes identified in the improvement plan	☺	☺			

Theme; Corporate Aim/Objectives	Linked to	Activity	Anticipated Outcome	Q1	Q2	Q3	Q4	Comment
Sustainability cont.	Employers Organisation – Pay and Workforce Strategy People Strategy ODPM	Workforce Action Plan	Continued workforce profiling and assessment of future workforce needs	☺	☺			
		Corporate branding	Increase in appointment rates, maintain turnover rates in line with industry norms	☹	☹			Qu. 2 Currently awaiting agreement of Communication Strategy and agreement of Corporate Branding before further work can be undertaken to develop Employer Brand.
		Pay & Benefits strategy	WCC positioned as an employer of choice within the employment market	☺	☺			
		Flexible Working strategy	Increased number of staff working from home and utilising flexible working patterns and technology	☺	☺			
Equalities	Equality and Diversity Policy	Training for services to support implementation of equal opportunities action plans	Achievement of departmental action plans	☺	✓			
		General awareness training for staff		☺	☺			

Theme; Corporate Aim/Objectives	Linked to	Activity	Anticipated Outcome	Q1	Q2	Q3	Q4	Comment
Community Safety		Children and Vulnerable People protection policy	Implementation of policy	☺	☺			
Developing the Organisation	Employers Organisation – Pay and Workforce Strategy People Strategy ODPM	To ensure all staff understand the need to work effectively across departments - Management Forum development	Improvement plan delivered	☹	☹			
		To create a Learning Organisation - Put in place a framework for sharing best practice across the organisation and learning organisation action plan	Increase in cross-department working and sharing best practice	☹	☹			
Resourcing	E-Governance	To develop E-service	Online <ul style="list-style-type: none"> • Absence recording & monitoring • Recruitment advertising • Booking for training courses • Annual leave booking • Performance review monitoring 	☹	☹			Qu.2 Will not be achieved this year as work is planned to undertake a more corporate review of smaller departmental IT system requirements.
Resourcing	E-Governance	E-learning	To develop and provide access to quick reference knowledge and blended learning via the intranet	☺	☺			

Theme; Corporate Aim/Objectives	Linked to	Activity	Objectives/ Target/PIs	Q1	Q2	Q3	Q4	Comment
Resourcing	Absence Management Policy	Absence Management	Reduce levels of absence by 10%	☺	☺			
	HSE Stress Management Standards Employee Well-being Policy	Stress Management	Assessment of current stress levels and management programme for reducing levels	☺	☺			
Resourcing	People Strategy	Investors in People	IIP Re-accreditation	☺	☺			

KEY

✓ - Action has been successfully completed

☺ - Action is on track

☹ - It is uncertain if the objective will be achieved or not

☹ - Action has not been completed within the agreed deadline