

Legal & Corporate Services Business Plan Progress Report

Up to 31 December 2009






Administration LCS

Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
LC BP09 Ad 01	Agresso - Upgrade and Purchase Order Processing in preparation for Single Site and to implement/utilise when systems are operational.			31 Dec 2009	14 Jan 2010 Purchase order processing due to be implemented April 2010, training due to commence February 2010. 10 Nov 2009 30.10.09 Upgrade goes live for end-users 03.11.09	Jan Bentley	Commitment
LC BP09 Ad 02	Following on from Divisional restructure to incorporate property staff into Legal and Corporate Services, and to assist with any accommodation moves within/to Civic Centre.			31 Oct 2009	10 Sep 2009 Completed August 2009 16 Jul 2009 Leader and Property staff moved into Civic Centre 25th June.	Jan Bentley	Commitment
LC BP09 Ad 03	Ensure integration of budgets and associated administrative work for new Legal and Corporate Services Directorate.			30 Sep 2009	14 Jan 2010 Budget approved by Cabinet December 2009 10 Nov 2009 30.10.09 Revised Estimates submitted as timetable	Jan Bentley	Commitment
LC BP09 Ad 04	Post Room & Records Functions - Facilitate and support transfer of all Property files etc following staff moves to Civic Centre.			30 Sep 2009	10 Sep 2009 August 2009 Files transferred to Records Office & continuously integrated. Post Room functions established. 16 Jul 2009 Meeting with Records Officer and Property staff 9th July to clarify systems/explain processes.	Jan Bentley	Commitment





Asset Management

Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
LC BP09 AM 05	Stock condition survey - Produce a planned maintenance programme of all retained buildings.			31 Mar 2010	13 Jan 2010 Tenders due in on the 15th January 2010 10 Nov 2009 Change in management direction – 5 properties selected to be surveyed. Specification sent to David Tirebuck to place the framework agreement.	Richard Hall	Commitment
LC BP09 AM 06	Works Ordering procedures and Monitoring of Works with Community Housing			31 Jul 2009	13 Jan 2010 Community Housing Group I.T. systems now working correctly. Catching up on backlog of invoicing.	Richard Hall	Commitment






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Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
					10 Nov 2009 No Major improvements, Still no access to WFCHG Contractor Plus system for checking works orders. WFCHG still behind on invoicing.		
LC BP09 AM 07a	Town Hall Organ Refurbishment Funding Project - Tenders for the structural engineering survey.		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31 Mar 2009	16 Jul 2009 Completed.	Richard Hall	Commitment
LC BP09 AM 07b	Town Hall Organ Refurbishment Funding Project - Structural report		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	30 Jun 2009	16 Jul 2009 Completed.	Richard Hall	Commitment
LC BP09 AM 07c	Town Hall Organ Refurbishment Funding Project - Submit Heritage Lottery Funding Applications (awaiting HLF Guidance).		<div style="width: 60%;"><div style="background-color: #4f81bd; height: 10px; width: 60%;"></div></div> 60%	30 Nov 2009	13 Jan 2010 No further progress. Assistance required from others to progress. 10 Nov 2009 No improvement	Richard Hall	Commitment
LC BP09 AM 08	Creation of UPS Server Room in Town Hall Basement		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	18 Sep 2009	10 Nov 2009 Completed on time. 17 Sep 2009 Town Hall Basement Server Room 95% complete, on time and due to complete 18/09/2009.	Richard Hall	Commitment
LC BP09 AM 09	Complete Hoobrook Toilet Refurbishment		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	30 Aug 2009	17 Sep 2009 Refurbishment complete. 16 Jul 2009 Strip out - complete 1st fix - near completion.	Richard Hall	Commitment








Democratic Services

Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
LC BP09 DS 10a	To develop a training programme with Members that supports their community leadership role.		<div style="width: 95%;"><div style="background-color: #4f81bd; height: 10px; width: 95%;"></div></div> 95%	31 Jul 2009	18 Jan 2010 To be finalised. Suggest amendment of due date to end of the financial year to coincide with elections in May. 13 Nov 2009 This is ongoing however there have been delays due to staff absence and additional elections work	Penny Williams	Commitment
LC BP09 DS 10b	Embed Member training programme into the induction programme and ensure it is part of the ongoing to development of Wyre Forest Councillors.		<div style="width: 35%;"><div style="background-color: #4f81bd; height: 10px; width: 35%;"></div></div> 35%	31 Mar 2010	18 Jan 2010 As per DC 10a 13 Nov 2009 As per 10a	Penny Williams	Commitment
LC BP09 DS 10c	Ensure that Councillors give feedback on the quality, relevance and availability of Member training.		<div style="width: 83%;"><div style="background-color: #4f81bd; height: 10px; width: 83%;"></div></div> 83%	31 Mar 2010	18 Jan 2010 Feedback completed for training to date. 13 Nov 2009 ongoing, feedback on training has been positive	Penny Williams	Aspiration
LC BP09 DS 11a	Community Engagement - To update the Democratic Services		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	30 Sep 2009	13 Nov 2009 This is now complete and new website and contents are live.	Penny Williams	Commitment

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Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
	web pages (Committee and Elections) to provide the public, partners and Councillors with relevant and interesting information about the democratic process both within Wyre Forest and to signpost where appropriate.				13 Nov 2009 Complete - website is updated. Delay has been due to updating of website by communications.		
LC BP09 DS 11b	Community Engagement - That information provided by Democratic Services supports the requirements of NI 14 (Avoidable Contacts) and the number of avoidable contacts for Democratic Services are measured and shown to decrease.		<div style="border: 1px solid black; background-color: #4f81bd; width: 100px; height: 15px; display: flex; align-items: center; justify-content: center;">75%</div>	31 Mar 2010	18 Jan 2010 Quarter 3 survey completed in December. Results returned.	Penny Williams	Commitment
					13 Nov 2009 Survey ongoing		
LC BP09 DS 11c	Community Engagement - That the democratic process within Wyre Forest is transparent and accessible via a variety of media and communications plan for Elections is developed that enables the Services to meet the requirements of the performance indicators for Electoral Registration Officers		<div style="border: 1px solid black; background-color: #4f81bd; width: 100px; height: 15px; display: flex; align-items: center; justify-content: center;">100%</div>	30 Mar 2009	21 Sep 2009 Completed and forwarded to Communication Team.	Penny Williams	Aspiration
					09 Jul 2009 Communication plan to be completed and signed off.		
LC BP09 DS 12a	To ensure that the Constitution reflects the current structure and incorporates best practice and reflects current legislation. This will also include presenting the constitution in format that is accessible to members, officers and the public.		<div style="border: 1px solid black; background-color: #4f81bd; width: 100px; height: 15px; display: flex; align-items: center; justify-content: center;">100%</div>	30 Jun 2009	17 Jul 2009 Completed.	Penny Williams	Commitment
LC BP09 DS 12b	Ensure that users of the constitution are consulted with to ensure that it meets users needs, i.e. language, plain English, indexing etc.		<div style="border: 1px solid black; background-color: #4f81bd; width: 100px; height: 15px; display: flex; align-items: center; justify-content: center;">95%</div>	30 Nov 2009	18 Jan 2010 This has been updated, however the new Chief Executive wishes to review the constitution further and meeting is scheduled for the 21st January	Penny Williams	Commitment
					13 Nov 2009 The Constitution has been revised and updated and the last proof readings and version control is underway. Once this is complete the constitution will be circulated in a 'finished' version. This will be done at the beginning of January. Delays have occurred due to staff absence and the impact that this has had.		
LC BP09 DS 13a	Electoral Services - To work with the Elections team to deliver		<div style="border: 1px solid black; background-color: #4f81bd; width: 100px; height: 15px; display: flex; align-items: center; justify-content: center;">100%</div>	30 Nov 2009	21 Sep 2009 All elections to date completed successfully.	Penny Williams	Commitment








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Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
	successful elections for 2009/10.				09 Jul 2009 As ongoing with future possible elections.		
LC BP09 DS 13b	Electoral Services - To ensure that elections meet legislative requirements.		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	30 Jun 2009	21 Sep 2009 All elections to date have met requirements.	Penny Williams	Commitment
LC BP09 DS 13c	Electoral Services - To survey users of electoral services to ensure that we deliver a modern electoral service that delivers value for money and is fit for purpose.		<div style="width: 75%;"><div style="width: 75%; background-color: #4f81bd; color: white; text-align: center;">75%</div></div>	31 Dec 2009	18 Jan 2010 As below, however this should be done by the end of January. Training for new elections software undertaken in December. 13 Nov 2009 To be completed by December - however a member of the elections team is away and this may impact on our ability (within the current resource levels) to carry out a survey. This is to be reviewed.	Penny Williams	Commitment
LC BP09 DS 14a	Risk Management - To be the Lead for Risk with the Legal and Corporate Services Directorate.		<div style="width: 40%;"><div style="width: 40%; background-color: #4f81bd; color: white; text-align: center;">40%</div></div>	31 Mar 2010	18 Jan 2010 Awaiting instruction from Director of Resources.	Penny Williams	Commitment
LC BP09 DS 14b	Risk Management - To ensure that where possible risks are mitigated for Legal and Corporate Services by working with colleagues to make sure that best practice is implemented and risks are managed effectively.		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31 Mar 2010	21 Sep 2009 Completed Business Continuity Plan and Swine Flu Plan. 09 Jul 2009 Just taken over role.	Penny Williams	Aspiration
LC BP09 DS 14c	Risk Management - To review the risk register quarterly		<div style="width: 5%;"><div style="width: 5%; background-color: #4f81bd; color: white; text-align: center;">5%</div></div>	31 Mar 2010	13 Nov 2009 Aware of what is on covalent and awaiting further instruction/guidance from Resources Directorate. 21 Sep 2009 Awaiting guidance from Resources Directorate.	Penny Williams	Commitment
LC BP09 DS 15a	To deliver a quality system that includes procedures for the delivery of Committee and Electoral Services.		<div style="width: 95%;"><div style="width: 95%; background-color: #4f81bd; color: white; text-align: center;">95%</div></div>	30 Nov 2009	18 Jan 2010 Ongoing, however new elections software has meant that more procedures are to be reviewed, however provider has given a comprehensive set of instructions and there is online help. Committee procedures complete. 13 Nov 2009 Review of documentation is ongoing to ensure that gaps are filled.	Penny Williams	Commitment
LC BP09 DS 15b	Measure delivery of Quality System by regularly auditing the procedures to ensure that they comply with best practice. This will be reviewed quarterly.		<div style="width: 75%;"><div style="width: 75%; background-color: #4f81bd; color: white; text-align: center;">75%</div></div>	31 Mar 2010	18 Jan 2010 System being updated and procedures to be reviewed at the end of the next quarter. 13 Nov 2009 ongoing - reviews of some procedures notes have been undertaken.	Penny Williams	Aspiration








Facilities Management

Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
LC BP09 FM 16a	Town/Civic Hall Management - Implementation of electronic booking system			30 Sep 2009	10 Nov 2009 Completed.	Jo-anne Bowkett; Matt Smith	Commitment
					10 Sep 2009 Awaiting date for training. Still on target.		
LC BP09 FM 16b	Town/Civic Hall Management - Carry out benchmarking exercise with similar organisation			31 Mar 2010	13 Jan 2010 Best practice/benchmarking visit to meet with Venue Manager at Dudley MBC arranged for 14 Jan 2010. Questionnaire prepared.	Elaine Brookes; Matt Smith	Commitment
					10 Nov 2009 Attending Worcester CC Open Day on 19 November. Arrangements being made to visit Dudley MBC		
LC BP09 FM 16c	Town/Civic Hall Management - Improve or maintain function booking levels to previous year performance indicators			31 Mar 2010	13 Jan 2010 November/December 2010 figures compared to November/December 2009 <u>Kidderminster Town Hall</u> Footfall and bookings are up with Income for the same period up 30% <u>Civic Centre</u> Footfall and bookings show a slight increase for the same period last year.	Matt Smith	Commitment
					10 Nov 2009 Training commenced to set up & launch new webpage. October 2009 figures compared to October 2008 - <u>Kidderminster Town Hall</u> Footfall improved. Bookings improved. Income improved. <u>Civic Centre</u> Footfall slightly down. Bookings same as Oct 08. Income slightly down.		
LC BP09 FM 16d	Town/Civic Hall Management - Review function booking process/paperwork (inc terms & conditions of hire) in line with audit recommendations & produce procedure folder			30 Sep 2009	13 Jan 2010 Terms & Conditions amended in relation to child protection and checked by Legal. Flowchart of procedure has been included at front of folder. .	Jo-anne Bowkett; Matt Smith	Commitment
					10 Nov 2009 Details relating to child protection to be checked before terms & conditions of hire review finalized. Flowchart of procedure to be included at front of folder.		
LC BP09 FM 16e	Town/Civic Hall Management - Review Plyvine Contract			30 Sep 2009	10 Sep 2009 Contract review meeting held with David Tirebuck. Now looking to identify suitable companies to tender & establish Stourport Sports Club status for potential partnership arrangement. Existing contract expires March 2010.	Elaine Brookes; Matt Smith	Commitment
					17 Jul 2009 Contract expires September 09. Working with David Tirebuck on tender exercise.		




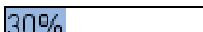







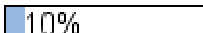


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Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
LC BP09 FM 17a	Development of Facilities Management Team - Conduct monthly team meetings to develop team ethos; open/honest discussions; introduce/discuss new ideas and ways of working.		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31 Mar 2010	10 Nov 2009 Complete and on-going.	Elaine Brookes	Commitment
					10 Sep 2009 1-2-1's held with team. 2 new Facilities Assistant's 1-2-1's to be carried out Sept 09. Bi-monthly team meetings scheduled for Oct & Dec 09		
LC BP09 FM 17b	Development of Facilities Management Team - Review existing Facilities Management staff structure.		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31 Aug 2009	10 Sep 2009 Complete	Elaine Brookes	Commitment
					17 Jul 2009 New structure in place. Interviews taken place for Facilities Assistant with appointment by end July 09		
LC BP09 FM 18	Ensure EDR's are carried out & produce draft training plans focusing on H & S training needs.		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31 Mar 2010	13 Jan 2010 Training schedule completed for H & S training needs.	Elaine Brookes; Matt Smith	Commitment
					10 Nov 2009 Dates for EDR's in diaries/currently being carried out. Training schedule to be completed.		
LC BP09 FM 19a	Review of Contract Management - Carry out data gathering exercise to identify contractors/services provided for all operational office buildings		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	30 Sep 2009	13 Jan 2010 Data now on spreadsheet	Elaine Brookes	Commitment
					10 Nov 2009 Data available - just needs inserting into central spreadsheet.		
LC BP09 FM 19b	Review of Contract Management - Establish contract expiry dates to enable review of services to be carried out and identify cost savings through using single contractor for identical services on all operational office buildings.		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	30 Dec 2009	13 Jan 2010 All sites now on PAT testing contract programme. Automatic door maintenance contract now awarded.	Elaine Brookes	Commitment
					10 Nov 2009 PAT testing contract arranged. Automatic door maintenance contract quotation paperwork to be sent out imminently. CCTV maintenance contract next to be submitted for quotation.		
LC BP09 FM 19c	Review of Contract Management - Review existing contractor management procedures; introduce tighter control measures with particular emphasis on managing contractors working to health & safety requirements; risk assessments, method statements, authorisation to enter etc.		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31 Mar 2010	10 Nov 2009 Method statement/risk assessments being requested for all not standard WFCH work and other contractor work e.g. pigeon control at Bewdley Museum/Guildhall. Method statement check/authorization to enter forms now being used.	Elaine Brookes	Commitment
					10 Sep 2009 Quarterly review meeting to take place with Alarm contractor 23 September 09 and Legionella Water Testing on 10 September. Scheduled maintenance plans now available		
LC BP09 FM 20a	Health & Safety compliance within Operational Office Buildings - Cleaning Staff: ensure appropriate Health & Safety procedures are in place/followed, e.g. COSHH, risk assessments, SafeSystems of Work		<div style="width: 60%;"><div style="background-color: #4f81bd; height: 10px; width: 60%;"></div></div> 60%	30 Dec 2009	13 Jan 2010 Established existing COSHH, risk assessment paperwork currently in place for cleaning staff for up-date/review. Data gathering exercise underway.	Elaine Brookes	Commitment
					10 Nov 2009 A meeting to enable a full review all cleaning procedures arranged - 16 November 2009.		


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Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
LC BP09 FM 20b	Health & Safety compliance within Operational Office Buildings - Statutory Fixed Wiring Inspections to BS7671 carried out & reports available at all operational office buildings.		<div style="border: 1px solid black; width: 80px; height: 15px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;"><div style="width: 10%; background-color: #0070c0; height: 100%;"></div> 10%</div>	31 Mar 2010	13 Jan 2010 With Richard Hall for progressing with WFCH.	Elaine Brookes	Commitment
					10 Nov 2009 Richard Hall progressing this with.		
LC BP09 FM 20c	Health & Safety compliance within Operational Office Buildings - Portable Appliance Testing carried out and schedule available for all operational office building		<div style="border: 1px solid black; width: 80px; height: 15px; background-color: #0070c0; display: flex; align-items: center; justify-content: center;"><div style="width: 100%; height: 100%;"></div> 100%</div>	31 Mar 2010	17 Jul 2009 All operational office buildings have been tested. Results just received from contractor who tested Bewdley sites.	Elaine Brookes	Commitment
LC BP09 FM 20d	Health & Safety compliance within Operational Office Buildings - Statutory Inspections carried out for all lifts in operational office buildings and remedial work undertaken in line with Lifting Operations & Lifting Equipment Regulations 998.		<div style="border: 1px solid black; width: 80px; height: 15px; background-color: #0070c0; display: flex; align-items: center; justify-content: center;"><div style="width: 100%; height: 100%;"></div> 100%</div>	31 Mar 2010	17 Jul 2009 All lifts now included for statutory insurance inspections and reports received.	Elaine Brookes	Commitment
LC BP09 FM 20e	Health & Safety compliance within Operational Office Buildings - Asbestos reports to Asbestos Regulations available for all operational office buildings		<div style="border: 1px solid black; width: 80px; height: 15px; background-color: #0070c0; display: flex; align-items: center; justify-content: center;"><div style="width: 100%; height: 100%;"></div> 100%</div>	31 Mar 2010	17 Jul 2009 All buildings within WFDC with asbestos have had surveys carried out; including Civic Centre, 6 Load Street, 7-8 New Street, Green St Offices/Depot & Kidderminster town hall. RH working on remedial recommendations indicated in the surveys.	Elaine Brookes	Commitment
LC BP09 FM 20f	Health & Safety compliance within Operational Office Buildings - Gas soundness testing / certificates in place to meet Gas Safety (Installation & Use) Regulations 1998 for all operational office buildings		<div style="border: 1px solid black; width: 80px; height: 15px; background-color: #0070c0; display: flex; align-items: center; justify-content: center;"><div style="width: 100%; height: 100%;"></div> 100%</div>	31 Mar 2010	17 Jul 2009 Gas soundness testing/certificates available for all administrative office buildings	Elaine Brookes	Commitment
LC BP09 FM 20g	Health & Safety compliance within Operational Office Buildings - Fire Risk Assessments carried out for all operational office buildings, together with a review of fire system maintenance records, review of procedures & planned fire drills carried out. (Regulatory Reform (Fire Safety) Order 2005)		<div style="border: 1px solid black; width: 80px; height: 15px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;"><div style="width: 60%; background-color: #0070c0; height: 100%;"></div> 60%</div>	31 Mar 2010	13 Jan 2010 Continuation of actions from risk assessments	Elaine Brookes	Commitment
					10 Nov 2009 Weekly fire testing/recording now being done by Facilities Assistants. Log books now available on all operational office sites together with service plan. Coventry Street Assessment carried out - actions to now be progressed. Date to be set for Duke House Fire risk assessment up-date.		
LC BP09 FM 20h	Health & Safety compliance within Operational Office Buildings - Produce Site Hazard Checklist for each operational office building.		<div style="border: 1px solid black; width: 80px; height: 15px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;"><div style="width: 10%; background-color: #0070c0; height: 100%;"></div> 10%</div>	31 Mar 2010	13 Jan 2010 Blank template form produced. Need to liaise with Richard Hall to agree format/ progress.	Elaine Brookes	Commitment
					10 Sep 2009 No progress made		







Land Charges

Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
LC BP09 LC 21	Investigate web facilities for solicitors to apply for local authority searches. Continue to work with MIS on E search facility.			30 Dec 2009	11 Jan 2010 MIS has promised E search for January however in the meantime we have joined with TRM Searches and Severn Trent Searches to provide web based applications with BACS payments. Will wait to see if MIS deliver rather than use funding.	Helen Caldwell	Commitment
					10 Nov 2009 MIS have asked us to continue to work with them towards E Search. Should have details by end of November 2009		
LC BP09 LC 22	Update all records for Industrial Estates			31 Dec 2009	11 Jan 2010 Member of staff of sick has started phased return to work - January 2010 so some progress may be made but unlikely to complete.	Helen Caldwell	Commitment
					10 Nov 2009 Member of staff still off sick - no progress		
LC BP09 LC 23	Standardise the formatting of the land charges records/register for Spennells estate properties			31 Mar 2010	11 Jan 2010 some progress has been made and should reach target of March 2010 as team is moving to full strength.	Helen Caldwell	Commitment
					10 Nov 2009 Little progress made due to staffing levels		
LC BP09 LC 24	Access and fees for Personal Searches			30 Sep 2009	10 Nov 2009 Personal Search fee increased to £22.00 from 1st January 2010	Helen Caldwell	Commitment
					10 Sep 2009 CLG are unlikely to increase fee despite pressure from individual Land Charges Officers or lobbying by Land Charges Institute		
LC BP09 LC 25	Work with Resources Directorate regarding the budget and fee setting for Con 29 information			30 Apr 2009	10 Sep 2009 August 2009 - as below	Helen Caldwell	Commitment
					09 Jul 2009 This has been completed for 2009/10 but will be revisited every 6 months		
LC BP09 LC 26	Digitise historic rural / land information from 2nd book of paper plans onto GGP from 1974 - 1995			30 Dec 2009	10 Sep 2009 This target is aspiration rather than a commitment and due to the lack of resources will not be completed. This target has been shelved.	Helen Caldwell	Commitment
					09 Jul 2009 This task will need to be carried forward to next year as member of staff undertaking this task left the authority in March 2009		
LC BP09 LC 27	Training on Terrier System to enable all Land Charges staff to			30 Sep 2009	10 Sep 2009 August 2009	Helen Caldwell	Commitment
					09 Jul 2009 Complete.		





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Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
	deal with general enquiries relating to Council / properties						
LC BP09 LC 28	Arrange MIS Read Only licence for Planning and Development Control and train Customer Service Staff		<div style="background-color: #4f81bd; width: 100%; height: 15px; border: 1px solid black;"></div> 100%	30 Apr 2009	10 Sep 2009 August 2009 Complete 09 Jul 2009 Complete.	Helen Caldwell	Commitment

Legal

Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
LC BP09 Le 29	Work with CAPS to review and update byelaws (metal detectors etc.)		<div style="background-color: #4f81bd; width: 50%; height: 15px; border: 1px solid black;"></div> 50%	30 Sep 2009	10 Nov 2009 This will need to be delayed in light of the proposed issue of new regulations relating to byelaws by Government following the publication of "Communities in Control: real people, real power" which was published in October 2009. 14 Sep 2009 No Change	Jane Alexander	Commitment
LC BP09 Le 30a	Update S106 monitoring sheet inline with recommendations from Scrutiny Review		<div style="background-color: #4f81bd; width: 90%; height: 15px; border: 1px solid black;"></div> 90%	31 Mar 2010	10 Nov 2009 No change. 14 Sep 2009 No Changes	Jane Alexander	Commitment
LC BP09 Le 30b	Review standard S106 clauses to take account of the changing housing market (mortgagee in possession intermediate rent)		<div style="background-color: #4f81bd; width: 100%; height: 15px; border: 1px solid black;"></div> 100%	28 Feb 2010	14 Sep 2009 No Change	Jane Alexander	Commitment
LC BP09 Le 31	Create guidance notes/precedent folder for Judicial Review cases.		<div style="background-color: #4f81bd; width: 100%; height: 15px; border: 1px solid black;"></div> 100%	30 May 2009	14 Sep 2009 No Change 17 Jul 2009 Completed.	Jane Alexander	Commitment
LC BP09 Le 32	Improving and consolidating knowledge of EU Procurement Law. Providing clear and concise advice and ensuring knowledge is kept up to date with all latest developments. Attending external courses and research.		<div style="background-color: #4f81bd; width: 60%; height: 15px; border: 1px solid black;"></div> 60%	31 Mar 2010	10 Nov 2009 Attended course on latest case law in October. Researching new Remedies Directive which comes into force on 20th December, 2009. 10 Sep 2009 Continuing to give advice given in respect of various EU Procurements currently being undertaken by the Council.	Clare Taylor	Commitment
LC BP09 Le 33	Improving and consolidating knowledge of Freedom of Information Act 2000 and Data Protection Act 1998. Providing clear and concise advice, Attending courses including the Solicitors in Local Government-Information Special Interest Group		<div style="background-color: #4f81bd; width: 20%; height: 15px; border: 1px solid black;"></div> 20%	31 Mar 2010	10 Nov 2009 Continuing to provide legal advice in respect of Freedom of Information and Data Protection requests. 10 Sep 2009 Continuing to provide legal advice in respect of Freedom of Information and Data Protection requests	Clare Taylor	Commitment









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Action Code	Description	Status	Progress	Due Date	Notes	Assigned To	Importance
LC BP09 Le 34	Local Government Licensing - Advise and support the Planning and Regulatory Services Directorate regarding the application of the Council's current Taxi Licensing policies to the renewal of hackney carriage vehicle licenses.		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div>100%</div>	31 Jul 2009	10 Nov 2009 Complete	Clare Taylor	Commitment
					10 Sep 2009 All applications to renew Hackney carriage licenses outside of Council's Age Policy decided by 31st July 2009.		
LC BP09 Le 35	Civil Parking Enforcement - Work with Parking Services Team and the Planning and Regulatory Directorate regarding the transfer of Parking Services to this Directorate and in particular update the current Off Street Parking Places Order		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div>100%</div>	31 Oct 2009	10 Nov 2009 New Order now in force	Clare Taylor	Commitment
					10 Sep 2009 New order advertised with closing date for objections 9th July 2009. Notice of new order made to be advertised on 10th September 2009. New order will be effective from 1st October 2009.		
LC BP09 Le 36	Prepare and deliver Training for Planning and Regulatory Services Directorate on Prosecutions		<div style="width: 20%;"><div style="background-color: #4f81bd; height: 10px; width: 20%;"></div>20%</div>	30 Sep 2009	15 Jan 2010 Training has not been delivered but an appointment has been made next month, with a colleague in PRS, in order to prepare the training materials. Then, hopefully, the 1st training session will be delivered in March.	Mary Morgan	Commitment
					13 Nov 2009 Discussions have taken place with Planning and Regulatory Services with a view to undertaking this jointly		
LC BP09 Le 37	Deliver Training on RIPA to other divisions of the Council e.g. Fraud, (Planning and Regulatory Services Directorate already having been delivered) Prepare and maintain a record in respect of RIPA training		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 50%;"></div>50%</div>	30 Sep 2009	15 Jan 2010 The record on training under RIPA has been prepared and, in completing this, it has been discovered that Audit were trained as well as members of the then Planning Health and Environment Division in 2007. Further training has been offered to Audit and the Head of Licensing will be approached to arrange training for new members of PRS (who previously worked in POS) together with any other members of PRS who either missed the training 1st time, or require a refresher.	Mary Morgan	Commitment
					13 Nov 2009 No progress yet but this is uppermost in my mind because it will be required for the visit of the RIPA inspector in March or April 2010		

Action Status	
	Cancelled
	Resuming; In Progress; Assigned
	Overdue; No longer assigned
	Completed

Legal & Corporate Services Performance Indicator Report

Quarter 3 (October - December 2009) for indicators collected quarterly

PI Code	PI Short Name	Q2 2009/10	Q3 2009/10	Q3 2009/10	2009/10	Long Term Trend	Status	Aim	Assigned To	Notes & History Latest Note
		Value	Value	Target	Target					
LC LP01	Land Charges Searches	100%	94%	100%	100%			Aim to Maximise	Helen Caldwell	11 January 2010 Searches should be returned within 2 working days but due to employee long term sickness absence & holidays this indicator was not met on 3 occasions during last quarter (dates being 6th & 7 Oct & 27th Nov)
LC LP03/RE LP08	Property - rent arrears	7.7%	9.8%	6%	6%			Aim to Minimise	Paul Grosvenor; Tracey Southall	21 January 2010 Outstanding debt for the period ending 31st December 2009 is 9.8%, against the target of 6%. Actual compares unfavourably with the previous 2 years, being 5.9% in 2008 and 3.8% in 2007, and with last month's 8.9%. An Aged Debt meeting was held with Accountancy on 17/12/2009. To help us progress with bench marking and exchanging information with similar councils officers have been formulating a series of questions to issue to them.
LC LP04	Attendance: Kidderminster Town Hall events	7,227	14,571	11,214	33,642			Aim to Maximise	Jo-anne Bowkett; Matt Smith	
LC LP05	Attendance: Stourport-on-Severn Civic Hall events	1,322	7,215	6,018	18,054			Aim to Maximise	Jo-anne Bowkett; Matt Smith	

PI Status		Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse