















KLOE & Rec.	Action	Action & Timescales for 2010/11	Progress to 31 July 2010	Status
	progress Ensure plans contain a mix of national and local indicators which also reflect the diversity of the District	<ul style="list-style-type: none"> Better integrate data regarding the diversity of the district into performance information and decision making as part of the Business Planning process by March 2011. 	<ul style="list-style-type: none"> Data regarding the make-up of the District is included in the District Profile being used for the consultation process for the development of priorities for the next Corporate Plan. This information and that from the Viewpoint Survey will be incorporated into Business Plan training and support. 	
Setting targets 3. Ensure broad involvement in target-setting	Involve Members, staff and users in setting challenging but realistic targets	<ul style="list-style-type: none"> Develop a more robust framework for Member involvement in target setting as part of the development of the new Corporate Plan by June 2010. 	<ul style="list-style-type: none"> Member led Corporate Plan Review Panel has been established with the first meeting held 23 June 2010. Consultation programme developed to include Members in the development process for priorities and the Plan generally. Member Workshops on 4 & 25 August. 	
Collating performance data 4. Increase awareness and role of Covalent (Council's Performance Management system)	Review current data collection processes and systems Provide Covalent training for key Members and officers	<ul style="list-style-type: none"> Embed the Council's Data Quality Policy and required processes. Ongoing Continue rolling out training to officers and Members. Ongoing Develop Covalent intranet page by July 2010. 	<ul style="list-style-type: none"> To be included as part of Business Plan refresher training. Performance Indicator 'spot checks' to commence shortly. Covalent overview provided to Corporate Resources Scrutiny Committee on 3 June 2010. Guidance for accessing and navigating Covalent circulated. Covalent page published on intranet performance page. 	  
Monitoring and reporting performance data	Review and agree reporting arrangements with all stakeholders	<ul style="list-style-type: none"> Quarterly reporting of Wyre Forest District Council contribution to the Local Area Agreement to the Council and LSP. July 2010, October 2010, January 2011 & April 2011. 	<ul style="list-style-type: none"> First report produced and reported to Corporate Resources Scrutiny Committee in July 2010. 	

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5. Improve clarity and scope of reporting.	Clarify roles of CMT, DMTs, Cabinet and Scrutiny Members in monitoring and challenging performance	<ul style="list-style-type: none"> Maintain and update as necessary the roles and reporting flowchart in the Performance Management Framework by September 2010. Continue rolling out training to Members. Ongoing. 	<ul style="list-style-type: none"> Flowchart in Performance Management Framework updated to reflect discontinuation of Comprehensive Area Assessment. 	
	Report performance relative to resources and satisfaction levels.	<ul style="list-style-type: none"> Report satisfaction results as part of Place Survey in Autumn 2010. 	<ul style="list-style-type: none"> 2010 Place Survey abolished by the new Government in August 2010. Will continue to report local Viewpoint Survey which is undertaken jointly with other Worcestershire authorities. 	
	Include progress with outcomes in reports	<ul style="list-style-type: none"> Continue to develop the Annual Report to communicate outcomes to our stakeholders by June 2010. 	<ul style="list-style-type: none"> Annual Report produced and agreed by CMT and Cabinet in June and Council in July. Published on the intranet and website. 	
	Develop an approach to benchmarking, including for Value for Money	<ul style="list-style-type: none"> Agree and roll-out a corporate Value for Money benchmarking process by July 2010. 	<ul style="list-style-type: none"> Corporate approach to benchmarking developed and agreed by CMT on 5 August. Housing Services undertaking benchmarking in line with the corporate timetable. 	
	Align Council and partner processes more closely	<ul style="list-style-type: none"> Quarterly data sharing and reporting of Wyre Forest District Council contribution to the Local Area Agreement to the Council and LSP. July 2010, October 2010, January 2011 & April 2011. 	<ul style="list-style-type: none"> First report produced and reported to Corporate Resources Scrutiny Committee in July 2010. Liaising with Community Housing and LSP regarding alignments of performance management systems. 	
Learning and reviewing. 6. Assess the	Ensure performance data is analysed and the information	<ul style="list-style-type: none"> Develop analysis of performance through Business Plan monitoring and the Corporate Performance Clinics. Constant process. 	<ul style="list-style-type: none"> Business Plan exception reports provided to CMT, Cabinet and Corporate Resources Scrutiny Committee. Contacted Wychavon DC who are rated 'excellent' 	

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impact of performance processes.	used to improve both performance and learning from key themes and trends		for performance management to compare analysis of data. <ul style="list-style-type: none"> Value for Money benchmarking programme underway which will provide greater analysis of cost and performance data compared to other similar authorities. 	
Embedding the performance culture 7. Corporate re-launch.	Roll-out of framework led by Cabinet and CMT	<ul style="list-style-type: none"> Continue rolling out training to officers and Members. Ongoing Performance Management to continue to be driven by Transformation Board. 	<ul style="list-style-type: none"> Although no formal training has been undertaken, performance issues are regularly raised and discussed at Committee and internal meeting. Reports on performance management and related projects regularly reported to the Transformation Board. 	
	Awareness-raising sessions for all Members and DMTs	<ul style="list-style-type: none"> Continue awareness raising sessions with Members. Ongoing 	<ul style="list-style-type: none"> Performance related items on the agenda at most Corporate Resources Scrutiny Committee meetings. 	

Key

CMT – Corporate Management Team





LAA – Local Area Agreement

KLOE – Key Line of Enquiry

DMT – Directorate Management Team

LSP – Local Strategic Partnership

SCS – Sustainable Community Strategy

Action Status	
	Overdue
	Check Progress
	In Progress but not reached due date
	Completed