

2005/06 Planned Action	2005/06 Target Output	Progress Made in Quarter 1, 2005/206
6.1.1 Implement an interactive Council website, supported by a content management system.	<p>Website graded as "transactional" in 2005 SOCITIM website survey. Implement first phase of CRM by 31st December 2005. Achieve 95% customer satisfaction in services accessed via the CRM.</p> <p>Assess, in 2005/06, customer satisfaction levels, with the Council's website and its impact on their needs.</p>	<p>Implementation of a new website, supported by a content management system, achieved. New working towards development of transactional content.</p> <p>Joint procurement of a CRM with Craven DC in progress.</p>
6.2.2 Articulate the Council's vision, priorities and allocation of resources. Review the Council's corporate planning arrangements and develop the Council's Corporate Improvement Plan for 2005/06 and beyond	<p>Annual review and roll forward of the medium-term corporate and financial strategy for 2005 to 2008.</p> <p>Produce the Council's 2004/05 Annual Report in June 2005</p> <p>Publish the Corporate Improvement Plan by Autumn 2005</p>	<p>The corporate planning process started in May 2005 at the CMT Away Day on strategic planning (19/5/05).</p> <p>The draft Strategic Plan and Corporate Improvement Plan were agreed for consultation on 2/06/05.</p> <p>The 2004/05 Annual Report self-assessment was presented in outline to the above events to inform the corporate planning process.</p>
6.2.4 Review the council's current corporate framework, resources and capacity.	<p>Complete the changes in the corporate arrangements by summer 2005. Achieve the short-term targets in the corporate restructure.</p> <p>Implement the changes in corporate arrangements. Monitor the effectiveness of the corporate changes by 31<sup>st</sup> March each year.</p> <p>Specifically deliver corporately by 31<sup>st</sup> March each year:-          -The Council's Statement of Internal contracts (SIC)          -The Annual Efficiency Statement (Gershan)</p>	<p>Statement on Internal Control 2004/2005 approved by Council Resources Overview &amp; Scrutiny Commission 13 June 2005 and CMT 30 June 2005. Final version signed by CE and the Leader to go to General Purposes Committee 28 July 2005 with Annual Statement of Accounts.</p> <p>Backward looking AES submitted using on-line esd-toolkit on 14 June 2005 (deadline 15 June 2005).</p>
6.2.6 Member Involvement and Improvement Working Group	<p>It is anticipated that the Group will review the planned outcomes and review their impact at the end of 2005/06.</p> <p>Member survey in 2005/06 to assess whether Members feel more engaged in the Council's improvement agenda.</p> <p>Continue to work on Member training and development and other issues such as time management.</p>	<p>Impact assessment demands that members be surveyed for views on a number of issues in coming months. These relate to involvement; new Council procedures; Development needs and demands on time. Group will be invited to input into design of questionnaire form with a target date of November 2005 for issue.</p>
6.4.1 Develop a new three-year People Management Strategy	<p>Review on an annual basis; full review every 3 years.</p> <p>People Management and Development strategy to be finalised and prioritised in accordance with the corporate improvement agenda and submitted to members for approval.</p>	<p>The strategy has been approved in principle by CMT. It needs to be prioritised in line with the improvement agenda and then finally approved by CMT and members</p>

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<p>6.6.2 Review the way the council consults young people through a structured consultation programme with young people across the district.</p>	<p>Proposals on the young people research to be taken to the Cabinet Member by 30 June 2005. This will be followed by a revised timetable for conducting the work.</p> <p>The first phase of the work with young people to be complete by 21<sup>st</sup> July 2006 (i.e. the end of the academic year).</p> <p>Take proposals to the Cabinet Member in 2005/2006 on how to progress the consultation programme with young people, as part of the Council's work on Improvement Planning.</p>	<p>Proposals on the work were taken to the Cabinet Member on 3rd August 2005 and a revised timetable is now being developed.</p>
<p>6.6.3 Review the way the council consults "hard to reach" groups in the district.</p>	<p>The audit and the research on consulting hard to reach groups to be undertaken by 30<sup>th</sup> September 2005. New guidance and training to be delivered by 30<sup>th</sup> December 2005.</p> <p>The Council's Community Engagement Working Group to undertake an audit of existing good practice in the Council and carry out research on good practice nationally on consulting with hard to reach groups. This will be followed by updating the Corporate Guidance on Community Engagement and delivering training.</p>	<p><b>A project brief for the review has been developed. The audit will commence in August 2005.</b></p>
<p>6.7.1 Review the training and development of Councillors.</p>	<p>Implement phase 2 of the Councillor training programme. Review and roll forward annually.</p>	<p>Training and Development needs discussed at Member Training day on 6/7/2005. See comment at paragraph 6.2 Work ongoing.</p>
<p>6.8.2 Improve the Council's performance on processing benefits claims.</p>	<p>Reduce the average time for processing new claims to 38 days and the average time for processing changes in circumstance to 10 days by 31st March, 2006</p>	<p>Current performance is on track to meet the 38-day target on new claims.</p> <p>Change in mechanism for recording the change in circumstances count means the target of 10 days will have to be adjusted in the second quarter. The change is in line with Government expectations on reporting this figure.</p>