

**REPORT TO: POLICY AND RESOURCES COMMITTEE - 8 JUNE 2009**

**REPORT ON: CORPORATE PLANNING DEPARTMENT SERVICE PLAN**

**REPORT BY: ASSISTANT CHIEF EXECUTIVE**

**REPORT NO: 208-2009**

**1. PURPOSE OF REPORT**

To inform the Committee of progress on the Corporate Planning Department Service Plan and seek approval for the changes to it.

**2. RECOMMENDATIONS**

The Committee is recommended to approve the update to the Corporate Planning Service Plan.

**3. FINANCIAL IMPLICATIONS**

None

**4. BACKGROUND**

4.1 This report updates the Department's service plan 2007-2011 as approved by the Committee on (10 December 2007). The aim is to update the projects under the relevant Department objectives. The opportunity has also been taken to check that the department's objectives are aligned to the Dundee Single Outcome Agreement. The Department's performance indicators are regularly scrutinised by the Best Value Performance and Efficiency Sub Committee and in the Council's annual performance report as well as by the Department's management team.

**4.2 Links to the Single Outcome Agreement**

The Council approved the Single Outcome Agreement between our Dundee partners and the Scottish Government. The Department's objectives contribute to these outcomes as follows:

<b>Dundee SOA outcome</b>	<b>Department Service Plan Objective</b>
Dundee will be a regional centre with better job opportunities and increase employability for our people.	Develop partnership initiatives to meet the needs of international workers.
Our children will be safe, healthy, achieving, nurtured, active, respected responsible and included.	Develop an infrastructure and develop projects which provide more joined up approaches to services for young people and children.
Our people will experience fewer health inequalities.	Increase health improvement activity to reduce health inequality in Dundee.
Our people will experience fewer social inequalities.	Co-ordinate the allocation and performance management of the Fairer Scotland Fund.
	Improve levels of financial inclusion in

	communities.
Our people will have high quality and accessible local services and facilities.	Deliver a corporate performance management framework that achieves continuous improvement and modern customer focussed services.
	Improve the efficiency of services and benefits to customer by issuing a single Dundee NEC smartcard.
Dundee will have a sustainable environment.	Respond to environmental and climate change issues.

#### 4.3 **Projects and Initiatives**

Appendix 1 sets out the projects and reviews being carried out under each of the department's objectives. This includes the latest update on ongoing projects.

#### **New Projects**

- 4.4 To address new challenges and areas for improvement, 20 new projects and initiatives have been added to the service plan. Each of these will report to committee in due course for more detailed scrutiny by members. The table below highlights some of the key new projects added to the plan.

<b>Service Plan Objective</b>	<b>New Project Description</b>
Deliver a corporate performance management framework that achieves continuous improvement and modern customer focussed services	Provide the training and software resources for all departments and the Dundee Partnership theme groups to conduct a Public Sector Improvement Framework self assessment and report the results.
	Review the performance management arrangements to adopt the Single Outcome Agreement and prepare an improvement plan in preparation for the Corporate Best Value Audit.
	Produce regular monitoring reports for the Improvement and Efficiency Board on the efficiencies achieved by the corporate projects approved by the Improvement and Efficiency Sub Committee.
	Implement efficiency savings suggestion scheme.
	Collate and report on annual return from departments on changes to service made as a result of seeking views from customers.
	Provide guidance, training and best practice sharing on seeking views from customers.
	Liaise with Digital UK and relevant departments on the switchover to digital TV.
Produce the Dundee Community Plan	Produce a Community Plan/delivery plan for the Single Outcome Agreement (SOA) 2010-2015.
Further develop a	Implement performance improvement model across strategic theme groups.

community planning and improve the performance of the Dundee Partnership	Develop Dundee Partnership equalities approach and mechanisms.
	Develop partnership model for the collection and reporting of SOA/Community Planning indicators.
	Implement SOA through the Dundee Partnership.
	Produce SOA Annual reviews.
Improve the levels of financial inclusion	Develop new Financial Inclusion strategy and SOA delivery plan
Develop an infrastructure and deliver projects and systems which provide more joined up approaches to services for children and young people.	Further develop and implement the Client Tracking System with the purpose of enhancing integrated responses and support to children, young people and families.
	Further develop and implement the 'More Choices More Chances' strategy within the city-wide Employability Programme.
	Develop, produce and implement the new Dundee Integrated Children's Services Plan.
Develop partnership initiatives to meet the needs of international workers	Review input into issues on migration identified by the regional meetings between Scottish Government and Tayside authorities
	Investigate continuation funding for Advice and Services Centre
Maintain high standard and a comprehensive provision of support to elected members.	Deliver an in-house members' caseload system

#### 4.5 **Projects Completed**

13 projects have been completed since the service plan was approved and 2 have been abandoned due to resources not being available or the business case not being best value. It is proposed to remove from the service plan, the projects listed below:

##### Projects Completed

- Deploy the updated strategic monitoring database to include monitoring performance indicators as well as projects in plans.
- Consider the future method of self assessment for continuous improvement. Whole Systems reviews and the Public Sector Improvement Framework have been selected.
- Deliver awareness raising training programme for the Dundee Partnership.
- Introduce a new model of Monitoring and Evaluation for the Dundee Partnership Review and review local regeneration outcome agreement.

- Deliver the first client tracking system for children's services.
- Communicate information sharing protocols.
- Produce a service development plan for integrated children's services.
- Implement the More Choices More Chances programme - phase 1.
- Assess the options to expand incentive based health improvement outcomes linked to the NEC card.
- Consider the options for introducing a members' caseload management system. A system has been selected and will now be delivered.
- Develop a climate change strategy and action plan
- Review the elected members' training and development plan. A continuing approach to this is now being implemented.
- Develop and expand financial inclusion capability programmes.

#### Projects Abandoned

Use of the Balanced Scorecard to review the Council's performance. This has been partly completed but a decision to use the Public Sector Improvement Framework as a performance assessment tool was taken.

Develop a plan to tackle drug and alcohol abuse. Dundee City Council is participating in the review of the Dundee Drug and Alcohol Action Team. This will result in the creation of a new Alcohol and Drug Partnership (ADP) for Dundee which is firmly established within community planning structures in the city. The new ADP for Dundee will be responsible for developing local strategies for tackling drug and alcohol misuse. The Corporate Planning Department will facilitate Council participation in the development and implementation of the new local strategy.

#### 4.6 **Projects behind Schedule**

The following projects are behind schedule and corrective action is being taken. However where it cannot now be completed close to the original schedule a new deadline has been set as follows:

Consider the options for using the intranet for knowledge sharing.	It is proposed to remove this from the Corporate Planning Service Plan and make it part of the review of internal communications being carried out by the Head of Public Relations as reported to the Best Value Performance and Improvement Sub Committee in April 2009.
Produce a revised Dundee Partnership Community Engagement Strategy	A Community Involvement group is meeting to review input into the SOA. A revised involvement strategy will be produced by March 2010.

Develop and expand range of affordable credit options	A funding application to the Department for Work and Pensions youth fund is being considered. Affordable credit project delivered through Discovery Credit Union to be operational by end of 2009.
Introduce Scottish National Standard to Financial Inclusion advice agencies in Dundee	One agency has been audited. A revised target for the others has been set of March 2010.
Integrate the Dundee NEC issuance and production process with the National Customer First programme.	Complete integration for Dundee requirements will be by December 2010.
Develop a single application form for all core National Entitlement Card services.	The form and process has been specified but requires some IT development work to implement in the Council's customer contact centre. The new deadline for completion is December 2009.

#### 4.7 **Performance Management**

The service plan is at the core of the department's performance management system and is systematically monitored and reviewed by the management team. All the projects and performance measures are scrutinised in a corporate system and reported to the Best Value, Performance and Efficiency Sub Committee and exception reports are produced on performance falling behind targets or project milestones. The projects included in the attached appendix are all contained in the council's Online Plan Monitoring database for ongoing updating on progress. The Service Plan update will be added to the plans and performance page of the Council's website.

### 5. **POLICY IMPLICATIONS**

5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

5.2 The Department has updated its risk register based on the service plan update. The key risks facing the department are:

- a failure to plan for the effects of global warming
- conflict between local and immigrant workers
- loss of ring fenced funding resulting in a slow down of projects that lead to improvement and abandonment of successful projects

The following risks have been reduced since the original service plan report:

- Inability to financially support the Dundee NEC system - card production process is now part of an NEC shared service and local costs are within Department budget and Customer First account.

5.3 Appendix 2 contains the results of the screening of new projects for Equalities and Diversity issues. There are no major issues.

6. **CONSULTATIONS**

The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Head of Finance have been consulted.

7. **BACKGROUND PAPERS**

None

Chris Ward  
Assistant Chief Executive

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02/06/2009

## APPENDIX 1

<b>Objective:</b> Deliver a corporate performance management framework that achieves continuous improvement and modern citizen focussed services.							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Monitor delivery of the Council Plan 2007 - 2011	On Schedule	The quarterly performance report to the Best Value Performance & Efficiency Sub Committee in Dec 2008 on strategic plan delivery and performance will focus on the Council Plan. This will be a six monthly review and a fuller annual report will be produced at the end of the financial year.	Paul Carroll	Dec 2007	Mar 2011	n/a	Efficiency
Ensure all Departments have and monitor a service plan that delivers improved performance and links to the Council Plan	On Schedule	All Departments have produced and submitted to committee a service plan that complies with the corporate guidance. All service plans include links to the Council Plan and through trends on performance measures will provide a means of delivering improved performance. Updated service plans will be reported to committee in March/April 2009 to confirm the major actions/projects for the year ahead.	Paul Carroll	2007	Dec 2010	n/a	Efficiency
Ensure there is a programme of reviews.	On Schedule	A report setting out the Best Value Review programme for 2007-2008 was approved by the Best Value & Performance Sub Committee June 2008. This will be an annual process. Service Planning guidance also required departments to include reviews where they needed to conduct an option appraisal or consultation prior to specifying a project objective or cost. There are 122 reviews throughout service plans and these will be monitored in the online plan monitoring database and reported within the report referred to above. The Council also completed an efficiency diagnostic study to identify projects that will deliver efficiency savings over the next three to four years. This study is a major best value initiative and reported to the Best Value Performance & Efficiency Sub Committee in December 2008 and proposed a review programme based on lean service reviews and two new corporate Best Value reviews.	Paul Carroll	2007	April 2010	n/a	Efficiency

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Deploy the updated strategic monitoring database to include monitoring performance indicators as well as projects in plans	Completed	The Online Plan Monitoring and Online Performance Monitoring databases were both launched in February 2008. The Council Plan and departmental Service Plans approved by Committee have been loaded on to the databases, along with the performance indicators which require to be reported to Audit Scotland. Training has been provided to staff responsible for providing updates on plans and performance data, with more in-depth sessions for those with a major responsibility for service planning and/or performance monitoring. The databases are used to produce regular reports to the Council's Management Team and the Best Value, Performance and Efficiency Sub Committee. In addition, the actions and indicators from the Single Outcome Agreement have been added to the Online Plan and Performance Monitoring databases, and reports are being produced for the Dundee Partnership.	Bill Findlay	October 2007	April 2008	None	Efficient Public Services
Develop the scope of the annual consumer survey to meet the needs of the council plan in relation to sustainability, involving communities and equalities	On schedule	The questionnaire for the annual consumer survey was revised in 2008 to include questions on sustainability and involvement, and the results were reported to Committee in September 2008. Further consideration needs to be given to equalities i.e. ensuring that the survey picks up any variation in satisfaction with, or perception of, the Council among equalities groups compared to the public as a whole. This has been discussed with the market research consultant who carries out the survey, but the possible approaches need further discussion with the equalities groups within the Council and the new Equality and Diversity Officer. These discussions will take place before the 2009 survey.	Bill Findlay	October 2007	October 2008	£7,000 (+ contribution from Dundee Partnership)	Dundee's Sustainable Environment/ Involving Communities/ Modern Customer Services/ Equalities



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Develop the one stop shop approach for the new Dundee House.	On Schedule	The One Stop Shop Project Team has been meeting for over a year and has submitted detailed plans to the Architect for Dundee House. These have been adopted in the plans. The project embraces organisational, technical, policy and customer communications objectives to establish a comprehensive one stop shop for council services. This is closely tied in with the Corporate Customer Services Strategy (Customer First).	Paul Carroll	Jan 2007	Feb 2010	£50k ICT Capital contribution.	Modern Customer Services
Review and update the corporate customer services strategy (Customer First)	On Schedule	The review and updating of the corporate customer service strategy has just commenced and is due to complete by April 2009. This will cover the website, contact centre, National Entitlement Card and one stop shop.	Paul Carroll	April 2008	Amended to April 2009 by BV Committee Sept 08.	Individual budgets for components of the strategy will be reviewed.	Modern Customer Services
Encourage more routine customer feedback from each service process.	On Schedule	A report was produced for the Chief Executive's Management Team in January 2009 and further development work to cost proposals is being carried out.	Paul Carroll	April 2008	October 2009	tbc	Modern Customer Services
Develop and produce an annual report for the Improvement & Efficiency Committee on the results and effects of customer consultation across all departments.	NEW	This project is based on a recommendation from the Chief Executive's management team following consultation with all departments. It will also include the results from the above project.	Bill Findlay	April 2009	Oct 2009	n/a	Modern Customer Services
Deploy a new corporate complaints system	On schedule	Deployment of a new complaints system is almost complete. The system is now being used for complaints to all departments, the first annual report has been produced. The remaining work to be done relates to the interface between the complaints page of the Council's website and the new system. A meeting took place with representatives of all departments to review how the system has worked so far and agree a number of refinements, which have still to be implemented by IT.	Bill Findlay	October 2007	December 2007	None	Modern Customer Services

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Use the Balanced Scorecard to review the council's performance and strategy in relation to customer service and organisational development	Abandoned	The Online Performance Monitoring System categorises performance measures into the relevant quadrant of the Balanced Scorecard so that an assessment of results under the balanced scorecard can be easily produced. However, following decision to use the PSIF model for self assessment it has been decided to not develop the Balanced Scorecard model any further.  <i>Recommend deleting this project in light of new project reviewing the performance management framework to prepare for Best Value 2 included below</i>	Paul Carroll	April 2008	October 2008		Modern Customer Services
Consider the future method of self assessment for continuous improvement.	Completed	The Best Value Performance & Improvement Sub Committee agreed a report in Dec 2008 recommending the Public Sector Improvement Framework being promoted by the Improvement Service.	Paul Carroll	April 2008	April 2009	£2,500	Efficiency
Provide the training and software resources for all Departments and Dundee Partnership Groups to conduct PSIF self assessments.	NEW	This follows the completion of a review of self assessment approaches approved by the Best Value Sub Committee Dec 2008. A further commitment in the Single Outcome to use this assessment tool on community planning theme group was adopted.	Paul Carroll	April 2009	Dec 2009	£6,000	Efficiency
Consider the options for using the intranet for knowledge sharing.	Behind Schedule	Some work has been undertaken by priority projects to create intranet sites for staff involved in the corporate project. This has now been added to a review on internal communications.	Paul Carroll	Jan 2007	April 2008	tbc	Information
Review the performance management arrangements to adopt the Single Outcome Agreement and in preparation for the corporate Best Value Audit.	NEW	The department has responsibility for monitoring the delivery of the Single Outcome Agreement and preparing the council for the external corporate Best Value Audit	Paul Carroll	May 2009	March 2010	tbc	Efficiency
Monitor to ensure the performance and efficiency	NEW	The Improvement & Efficiency Board has adopted the range of projects approved by the best Value Best	Paul Carroll	April 2009	April 2011	Individual project	Efficiency

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benefits are achieved from the delivery of the programme of projects and reviews for the Improvement & Efficiency Board.		Value Sub Committee Dec 2008.This covers a range of corporate modernisation projects, lean service and Best Value reviews all aimed at making the Council an even more modern and efficient organisation.				budgets reported separately.	
Liaise with Digital UK and relevant Council departments on local switchover to digital TV	NEW		Bill Findlay	January 2009	December 2010	None	Modern Customer Services/ Information strategy
Implement Efficiency Savings Suggestion Scheme if approved by Council	NEW		Bill Findlay	April 2009	December 2009	Costs to be offset by savings generated	Efficient Public Service / People
Collate and report on annual return from departments on changes to services made as a result of seeking views of customers	NEW		Bill Findlay	April 2009	June 2011	None	Involving Communities / Efficient Public Service
Organise a forum of officers involved in seeking users' views on services, for the purpose of providing guidance, training and an opportunity to share good practice	NEW		Bill Findlay	April 2009	December 2009	None	Involving Communities / Efficient Public service

<b>Objective: Further develop community planning and improve performance of the Dundee Partnership</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Produce the Dundee Community Plan 2010-2015	On schedule	Strategic theme groups are soon to begin developing SOA delivery plans which will form the basis of the new community plan. These are expected by October 2009 with the community plan to follow by April 2010.	Peter Allan	April 2009	April 2010	£10,000 (Community Planning Partners)	All
Implement the Dundee Partnership Development Plan	On schedule	The potential for training on the logic modelling approach is being considered to inform the development of SOA delivery plans.	Peter Allan	October 2009	March 2010	£10,000 (Community Planning Partners)	All
Deliver awareness raising programme for Dundee Partnership	Completed	The Dundee Partnership Digest is now established.	Rod Crawford	October 2007	March 2009	£6000 (Community Planning Partners)	All
Deliver a training programme for the Dundee Partnership	On schedule	Partnership training is being planned in relation to Equalities and Community Engagement with a partnership focus. This has a delivery target date of June 2009.	Rod Crawford	October 2007	June 2009	£6,000 (Community Planning Partners)	All
Produce revised Dundee Partnership Community Engagement Strategy	Behind Schedule	The Community Involvement Group of the Partnership will agree measures for engaging with communities on the SOA at its meeting on 25 February 2009. Revised Involvement Strategy to be produced by March 2010	Peter Allan	October 2007	March 2010	none	All
Implement Performance Improvement Model across Strategic Theme Groups	New	Fit for Purpose reviews are to be undertaken by all strategic theme groups of the Partnership.	Peter Allan	March 2009	December 2009	None	All

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Develop Dundee Partnership equalities approach and mechanisms	New	Initial discussions held with Dundee Voluntary Action and Dundee City Council lead. Remit to be agreed at next Dundee Equality and Diversity Partnership meeting.	Carole Robertson	Feb 2009	Oct 2010	none	All
Introduce new model of Monitoring and Evaluation for Dundee Partnership	Completed	Performance headline indicator report and community plan monitoring section of Online Plan Monitoring Database established	Peter Allan				All

<b>Objective: Broaden Outcome based approach across the Dundee Partnership through the Single Outcome Agreement</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Review and renew the local regeneration outcome agreement	Completed	The previous ROA has been subsumed within the new SOA framework. The regeneration outcomes are the focus of the Fairer Scotland Fund implementation and a range of community planning activities.	Peter Allan				
Develop partnership model for the collection and reporting of SOA/community planning indicators	New	The performance indicators for the SOA are to be agreed by end February when it is submitted to the Scottish Government. The below the line indicators are to be finalised and added to the strategic monitoring database by June 2009	Peter Allan	January 2009	October 2009	None	All
Implement Single Outcome Agreement through the Dundee Partnership as a whole and through Strategic Theme Groups	New	Strategic theme groups are soon to begin developing SOA delivery plans which will form the basis of the new community plan. These are expected by October 2009 with the community plan to follow by April 2010.	Peter Allan	March 2009	December 2009	None	All
Produce SOA and subsequent Annual Reviews	New	Guidance received and response underway.	Peter Allan	March 2009	October 2009		All

<b>Source Objective: Co-ordinate the allocation and performance management of the Fairer Scotland Fund</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Implement financial and performance monitoring arrangements and reporting	On Schedule	First annual report on all projects to go to Dundee Partnership Management Group in May 2009	Peter Allan	June 2008	March 2010	£8.4m FSF	All (Building Stronger Communities lead role)

<b>Source Objective: Co-ordinate the allocation and performance management of the Fairer Scotland Fund</b>							
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Manage transition of FSF from ringfenced to mainstream funding.	On Schedule	Initial discussion held with Finance. Proposal to go to DCC Chief Executive in April 2009	Peter Allan	February 2009	April 2010	£8.4m FSF	Building Stronger Communities lead role
Recommend FSF programme for 2010/2011	On Schedule	Output and outcome measurement of projects underway. Arrangements for joint evaluation with community planning partners being developed	Peter Allan	October 2008	October 2009	£8.4m FSF	Building Stronger Communities lead role

<b>Objective: Increase health improvement activity to reduce health inequalities in Dundee</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Review, produce and implement Corporate Health Improvement Strategy	On Schedule	A report on recommendations contained in the national health inequalities report 'Equally Well' will go to Committee in March 2009. Subject to approval, it is intended that Corporate Planning will produce a Corporate Health Improvement Plan which reflects 'Equally Well' and the emerging Single Outcome Agreement by March 2010	Carole Robertson	Jan 2008	March 2010	n/a	Health & Care
Lead Dundee City Council role in developing Health and Care Outcome Delivery Plan	On Schedule	Agreement on development process reached with Dundee CHP	Carole Robertson	Feb 2009	Dec 2009	none	Health & Care
Develop a plan to tackle drug and alcohol misuse to improve quality of life in Dundee	Abandoned	A dedicated Dundee Partnership Forum event will take place on 18th March 2009 to respond to alcohol issues and agree actions locally. This work is now being addressed by the Drug and Alcohol Action Team	Carole Robertson	2008	2011	n/a	Health & Care
Assess potential to expand incentive based health improvement activities linked to Discovery Card	Complete	A partnership planning and implementation group is in place taking forward the wider population smoking cessation incentive initiative (previously called 'Healthy Communities, Rewarding Communities'). The	Carole Robertson	2008	April 2009	n/a	Health & Care

<b>Objective: Increase health improvement activity to reduce health inequalities in Dundee</b>							
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		NEC is a key operational component of the scheme. Awaiting announcement of start date - expected project start date of April 2009					

<b>Objective: Improve levels of Financial Inclusion in Communities</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Develop and expand financial capability programmes	Complete	Two main projects - Financial Awareness Education, Dundee & Making Money Work are now established and funded to March 2010.	Financial Inclusion Development Officer	Oct 2007	Sep 2008	£31,195 Financial Inclusion Fund	Building Stronger Communities
Develop and expand range of affordable credit options	Behind Schedule	Application to Department for Work and Pensions growth fund being considered. Affordable credit project delivered through Discovery Credit Union to be operational before the end of 2009.	Financial Inclusion Development Officer	Oct 2007	Sep 2008 Now Dec 2009	£51,552 (FI Fund)	Building Stronger Communities
Introduce Scottish National Standards to financial inclusion advice agencies in Dundee	Behind Schedule	One agency has been audited and reported. Others still are working towards compliance. Revised target date of March 2010.	Financial Inclusion Development Officer	Oct 2007	Sep 2008 Now March 2010	£15,000 (FI Fund)	Building Stronger Communities
Develop new Financial Inclusion Strategy and SAO delivery plan.	New	Intermediate outcomes and short term outputs included in the final SOA draft.	Financial Inclusion Development Officer	April 2009	March 2010	None	Building Stronger Communities



<b>Objective: Develop an infrastructure, projects and systems that deliver more joined up approaches to services for young people and children</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Deliver and review the Client Tracking System	Complete	The CTS has been operational across the city since April 2008 and is working successfully.	Bert Sandeman	2002	April 2008	Within existing resources	Information
Further develop and implement the city-wide Client Tracking System (CTS) with the purpose of enhancing integrated responses and support to children, young people and families	New	There are two streams of work underway; 1. Implement the electronic link between CTS and the Joint Action Team (JAT) referral and outcomes system. Once fully operational we will begin to explore potential links with external partners from Police, Health, Children's Reporter and the Voluntary Sector 2. Further develop and implement the More Choices More Chances (MCMC) early indicators across all JAT clusters.	Bert Sandeman	April 2008	April 2010	Within existing resources	Information
Implement the More Choices More Chances programme	Complete	The MCMC programme is now firmly established across the employability partnership and has met its local and national targets for assisting young people into employment education and or training. This was achieved through commissioning a number of projects across the city to help deliver positive outcomes.	Bert Sandeman	November 2006	April 2008	£800,000	Lifelong Learning
Further develop and implement the MCMC strategy within the city-wide 'Employability' Programme	New	The MCMC strategy is now formally amalgamated to the Employability programme and is managed by a single core employability strategy group. MCMC targets are incorporated into Dundee's Single Outcome Agreement (SOA) The post of Manager has been established for the development of the Public Sector Recruitment Approach which directly enhances MCMC provision.	Bert Sandeman	April 2008	2011	£476,035	Lifelong Learning
Communicate the Information Sharing Protocol	Complete	A resolution to the difficulties around information sharing has been found. We have published and distributed information sharing and consent leaflets to practitioners for use with service users.	Bert Sandeman	June 2006	April 2009	Within existing resources	Information

<b>Objective: Develop an infrastructure, projects and systems that deliver more joined up approaches to services for young people and children</b>							
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Review and develop Joint Action Teams (JAT)	On Schedule	The JAT evaluation has concluded and a report completed with a number of recommendations which will be discussed by the SPG at its March meeting. The main outcome from the evaluation is that JATs are seen as a success and that we should continue to develop the approach and broaden it out to include a 'Young Adult' JAT serving the 16 to 24 age group and an 'unborn baby and children under three' JAT.	Bert Sandeman	February 2007	April 2010	Within existing resources	Health & Care
Co-ordinate and report on the Co-location Pilot so that Co-location of children's services becomes part of mainstream services to children and young people across the city	On Schedule	The evaluation of the project is now underway with planned completion April 2009. Senior officers from key agencies/departments will meet to discuss the outcome of the pilot and if appropriate make plans for the roll out across the city. We are also examining the possibility of co-locating some services with NHS Tayside in their new Local Care Centres (LCC)	Bert Sandeman	February 2007	March 2011	Within existing resources	Health & Care
Produce a Service Development plan for integrated children's services	Complete	Integrated Children's Services are now part of the Dundee Partnership through the establishment of a Children and Young Persons theme group. This links ICS and the developing ICS strategy to the Single Outcome Agreement.	Bert Sandeman	April 2007	January 2009	Within existing resources	Lifelong Learning/ Health & Care
Develop, produce and Implement the Dundee Integrated Children's Services Plan (ICSP)	New	Following the completion of the Single Outcome Agreement (SOA) work in underway to draft, consult and develop the 2009/2011 Integrated Children's Services Plan	Bert Sandeman	February 2009	March 2011	From existing resources	Lifelong Learning/ Health & Care

<b>Source Objective: Develop Partnership Initiatives to meet needs of international workers</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Review and update international workers action plan	On schedule	A meeting of the International Workers Scoping Group has been called for April 2009 to review the international workers action plan.	Rod Crawford	October 2007	October 2010	None	Building Stronger Communities
Review input into issues identified by the regional meetings on migration between Scottish Government and Tayside CPP's	New	Involves reviewing input from the International Workers Scoping Group to the issues identified by the meetings between the Scottish Government and the 3 Tayside CPP's: <ul style="list-style-type: none"> <li>inputting to an overall migration strategy for Scotland</li> <li>lack of intelligence on migrant workers and the limitation of current sources of information</li> <li>the difficulty of planning local authority services</li> <li>engagement with COSLA Strategic Migration Partnership</li> </ul>	Rod Crawford	August 2008	Dec 2009	None	Building Stronger Communities
Develop Consultation Mechanism with International Workers	On schedule	The Community Involvement Group have asked for a proposal on a representative group for migrant workers to be brought to their next meeting in May 2009.	Rod Crawford	October 2007	May 2009	None	Building Stronger Communities
Investigate continuation funding for Advice and Services Centre	New	The issue of funding for the Advice and Services Centre is being explored with the Scottish Government after meeting with Hillcrest Housing Association.	Rod Crawford	May 2008	Sept 2009	None	Building Stronger Communities

<b>Objective: Respond to environmental and climate change issues</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Develop a climate change strategy and action plan	Completed	A Climate Change Framework for 2008-2015 and Action Plan for 2008-2011 were approved by the Council's Management Team in March and by Policy and Resources Committee in April 2008.	Bill Findlay	October 2007	December 2007	None	Dundee's Sustainable Environment
Develop policy and secretariat service to Scottish Councils Committee on Radioactive Substances	Completed	Work has been completed on establishing the secretariat and remit of SCCORS	Rod Crawford	October 2007	December 2008	£30,000 to August 2008 (Nuclear Decommissioning Authority)	Building Stronger Communities

<b>Objective: Continue to develop applications both nationally and locally for integration with the National Entitlement Card structure.</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Develop travel applications for the Card in partnership with commercial travel company.	On Schedule	Infrastructure not yet available on local buses.	Elena Brown	March 2007	December 2008	None	Modern Customer Service
Maintain the partnership with University of Abertay for the provision of an NEC matriculation card.	On Schedule	University of Abertay matriculation cards now fully integrated with NEC in Dundee. Lifelong Learning project continues to be specified for delivery on the NEC.	Elena Brown	Current	Ongoing	Revenue Earning	Lifelong Learning
Develop payments with the card.	On Schedule	sQuid - electronic purse now implemented. Project Group to identify specific projects for using sQuid efficiently within DCC now being set up.	Elena Brown	October 2007	December 2009	None	Modern Customer Service
Establish health incentive schemes in partnership with NHS Tayside - Give It Up for Baby, Healthy Lifestyles.	On Schedule	Quit4U smoking cessation incentive project launches Mid March in partnership with NHS Tayside.	Elena Brown	Current	June 2009	Tbc	Health & Care
Investigate further commercial applications on the card.	On Schedule	sQuid - electronic purse now implemented. All Cards now issued with purse. Additional applications being investigated.	Elena Brown	October 2007	Ongoing	Revenue Earning	Efficient Public Service

<b>Objective: Issue a single smartcard for accessing the range of local and national public services for which a card is required.</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Integrate the current card insurance and production in Dundee within the National Customer First Programme.	Behind Schedule	Dundee National Entitlement Card integration with National Card Management System scheduled for implementation this month (February 2009). The whole programme integration has been behind schedule nationally for some time.	Elena Brown	Current	December 2010	£96,000.00	Modern Customer Service
Develop on-line applications for card and card services.	On Schedule	On-line card application form now available at <a href="http://www.dundee.gov.uk/natentcard/">www.dundee.gov.uk/natentcard/</a>	Elena Brown	Current	March 2008	None	Modern Customer Service
Develop a single application form for all core National Entitlement Card services.	Behind Schedule	Integration with national system not yet complete. Single application form has been specified and awaiting implementation within Contact Centre. Some development work required.	Elena Brown	Current	November 2007	None	Modern Customer Service
Implement Digital Signatures on the card where appropriate for improved service delivery.	On Schedule	No further update available at this time.	Elena Brown	February 2006	January 2008	£70,000.00	Modern Customer Service
Revise the initial card take-on within schools.	On Schedule	New Year Intake revision complete. Planning for 2009 intake underway.	Elena Brown	October 2007	June 2008	None	Modern Customer Service

<b>Objective: Maintain the high standard and comprehensiveness of provision to elected members</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Consider the options for introducing a members caseload system to help manage constituent enquiries	Complete	A seminar took place in September 2008 to present ideas to elected members and seek their feedback on how they would like such a system to work. Following this, each political group nominated representatives to take part in a working group along with IT and Members Support staff. The first meeting of that group took place in January 2009 and the issues discussed are helping to produce a detailed brief for the system. Future meetings are likely to focus on looking at prototype screens for the system.	Bill Findlay	December 2007	March 2008	None	Modern Customer Services
Develop an in-house members caseload system	NEW	This follows on from the consideration of the options.	Bill Findlay	January 2009	June 2010	None	Modern Customer Services
Review elected members training and development plan	On schedule	A paper was produced for the Council's Corporate Governance Group, setting out the training and development activities which have taken place to date, and a further paper was also agreed on the development of personal development plans with members. The intention had been to wait for the national launch of the member development framework being piloted in 7 local authorities by the Improvement Service. However, this will not be available until Autumn 2009, so work is underway to have personal development plans in place to meet the recommendation in the report of the Scottish Local Authorities Remuneration Committee. To achieve this, members have been asked to complete self-assessment questionnaires identifying any areas in which they would benefit from development support. and one-to-one meetings will be arranged to finalise the plans	Bill Findlay	December 2007	March 2008	None	People

## Service Planning - EQIA Screening

**Department:** CORPORATE PLANNING - NEW PROJECTS IN SERVICE PLAN 2009

Explanation of Terms:	Possible Decisions
DEP: People with dependents DIS: People with disabilities GEN: Gender LGBT: People who are lesbian, gay, bisexual or transgender OFF: People with an offending past REL: People with differing religious beliefs	L = low impact M = Medium Impact H = High Impact  SP: Place as an equality action in service plan* FIA: Complete a full Impact Assessment ER: Complete an equality screening at next review  * This may include formal service plans, team plans or individual job plans

Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
Develop and produce an annual report for the Improvement & Efficiency Committee on the results and affects of customer consultation across all departments.	L	L	L	L	L	L	L	L	Will include equalities feedback consultation from	5	ER	Bill Findlay	Oct 2009
Provide the training and software resources for all Departments and Dundee Partnership	L	L	L	L	L	L	L	L	Includes equalities in assessment	1	ER	Paul Carroll	Dec 2009



Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
Groups to conduct PSIF self assessments.													
Review the performance management arrangements to adopt the Single outcome Agreement and in preparation for the corporate Best Value Audit.	L	L	L	L	L	L	L	L	Includes equalities scheme reference in SOA.	1	ER	Paul Carroll	Dec 2009
Monitor to ensure the performance and efficiency benefits are achieved from the delivery of the programme of projects and reviews for the Improvement & Efficiency Board.	L	L	L	L	L	L	L	L	Includes EQIA on reporting	4	ER	Paul Carroll	June 2009
Liaise with Digital UK and relevant Council departments on local switchover to digital TV	M	M	M	L	L	L	L	M	The risks are addressed through assisting Digital UK whose job it is to assist the affected groups manage the switchover.	4	SP	Bill Findlay	Dec 2010

Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
Implement Efficiency Savings Suggestion Scheme if approved by Council	M	M	M	M	L	M	M	M	Need to ensure efficiency savings are screened for equality impact.	1	SP	Bill Findlay	Dec 2009
Collate and report on annual return from departments on changes to services made as a result of seeking views of customers	L	L	L	L	L	L	L	L	Equalities will be featured in reports.	1	ER	Bill Findlay	June 2011
Organise a forum of officers involved in seeking users' views on services, for the purpose of providing guidance, training and an opportunity to share good practice	L	L	L	L	L	L	L	L	Equalities will be a feature of the forum meetings	4	ER	Bill Findlay	Dec 2009
Implement Performance Improvement Model across Strategic Theme Groups	L	L	L	L	L	L	L	L	Planning Process	1	ER	Peter Allan	Dec 2009

Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
Develop Dundee Partnership equalities approach and mechanisms	L	L	L	L	L	L	L	L	Equalities Planning Process	1	ER	Carole Robertson	Oct 2010
Develop partnership model for the collection and reporting of SOA/community planning indicators	L	L	L	L	L	L	L	L	Will include equalities screening within the reporting of indicators.	1	ER	Peter Allan	Oct 2009
Implement Single Outcome Agreement through the Dundee Partnership as a whole and through Strategic Theme Groups	L	L	L	L	L	L	L	L	High level planning process includes commitment to equalities.	1	ER	Peter Allan	Dec 2009
Produce SOA Annual and subsequent Annual Reviews	L	L	L	L	L	L	L	L	High level report will report back on progress with equalities issues at the partnership level.	4	ER	Peter Allan	Oct 2009
<b>Develop new Financial Inclusion Strategy and SAO delivery plan.</b>	L	L	L	L	L	L	L	L	Will address equality schemes in the planning of the new strategy.	1	ER	Financial Inclusion Officer	Mar 2010

Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
Further develop and implement the city-wide Client Tracking System (CTS) with the purpose of enhancing integrated responses and support to children, young people and families	L	L	L	L	L	L	L	L	The impact is to improve the service.	1	ER	Bert Sandeman	April 2010
Further develop and implement the MCMC strategy within the city-wide 'Employability' Programme	L	L	L	L	L	L	L	L	Equalities scheme will be taking into account during the planning process.	1	ER	Bert Sandeman	Mar 2011
Develop, produce and Implement the Dundee Integrated Children's Services Plan (ICSP)	L	L	L	L	L	L	L	L	Equalities scheme will be taking into account during the planning process.	1	ER	Bert Sandeman	Mar 2011
Develop an in-house members caseload system	L	L	L	L	L	L	L	L	Caseload system is an internal recording system only.	1	ER	Bill Findlay	June 2010
Explanation of Terms:									Possible Decisions				
DEP: People with dependents DIS: People with disabilities GEN: Gender LGBT: People who are lesbian, gay, bisexual or transgender OFF: People with an offending past REL: People with differing religious beliefs									L = Low impact M = Medium Impact H = High Impact  SP: Place as an equality action in service plan* FIA: Complete a full Impact Assessment ER: Complete an equality screening at next review  * This may include formal service plans, team plans or individual job plans				