

Our People:

1. Continue to implement action plan arising from Best Companies work and survey staff
2. Update and deliver the communication and engagement strategy
3. Run 'I made a difference' campaign to encourage staff to celebrate their achievements in the community
4. Continue to embed management development programme
5. Promote and develop ideas from the Income Management group and other initiatives for service improvement
6. Continue to monitor sickness absence robustly and find ways to reduce sickness absence levels
7. Promote a 'one team' concept across the Council
8. Carry out Equal Pay Audit
9. Continue to provide training to maximise the benefit of the online appraisal system
10. Develop an action plan to improve clarity of staff objectives and their outcomes
11. Develop and launch a corporate approach to recruitment
12. Find ways to support emerging and established partnerships
13. Work with partners to agree best practice for identifying and implementing potential partnerships and shared service arrangements
14. Train managers to work with different policies and procedures, culture and values across shared services
15. Develop talent management
16. Develop a toolkit for managers to ensure clarity on key principles and procedures of the local authority
17. Produce a comprehensive training toolkit and encourage learning through activities such as volunteering

OUR PLANS FOR

2013/14:

Our Customers:

1. All staff will complete customer service training
2. Customer champions in every service
3. The new website will be reviewed to ensure it reflects the needs of the public
4. Review of written correspondence including updating the corporate style guide
5. Consultation exercises such as the Ward Walks programme completed to enable residents to raise issues about their local area
6. Quarterly mystery shopping programme
7. Customer insight toolkit used within service areas to enable a better understanding of service users
8. Customers offered a choice on key aspects of service
9. Channel shift project to continue, enabling customers to have more choice over how they access services
10. Consultations completed before decisions are made
11. All staff will have completed diversity awareness training to ensure fair treatment in customer service

Providing Value:

1. Publish key performance data via the new website
2. Benchmarking services to ensure that we keep pace with the best performing council's and provide value for money
3. Deliver a more effective fraud detection programme
4. Work to achieve a favourable financial health check and a good annual audit letter
5. Refresh transparency on the new website which reflects the transparency code of practice
6. Undertake a consultation with service users and residents to ensure that we deliver the right services at the right quality
7. Review effectiveness of contribution related pay
8. Working with partners in Kent to ensure service are delivered through efficient channel migration
9. Review best practice of partnership working
10. Develop and implement the business plan for operation of the Crematorium and Cemetery
11. Strengthen linkages in ideas from the Ideas Factory to the Income Management Group
12. Use behaviour change techniques and customer insight to challenge service delivery
13. Making better use of meeting customer expectations to optimise income and improve service delivery
14. Take forward a comprehensive review of operational assets