



**Basingstoke  
and Deane**

**POLICY AND PARTNERSHIPS  
SERVICE PLAN – BUSINESS CONTEXT  
UPDATED: 24th JULY 2006**

You can click on any heading to go straight to it...

- Section 1:      The service described  
                  - What we do and why we do it
  
- Section 2:      Our customers  
                  - Who we provide our services for
  
- Section 3:      Three year action planning  
                  - What we will be doing
  
- Section 4:      Resources  
                  - Who will deliver our services, and what with
  
- Section 5:      The impact of our service  
                  - What difference our service will make
  
- Section 6:      Performance appraisal  
                  - What we have achieved so far

## SECTION 1 – THE SERVICE DESCRIBED WHAT WE DO AND WHY WE DO IT

### The purpose of our service...

#### Our overall vision?

Our purpose is to support the Council in identifying, delivering and reviewing community priorities. We will deliver this by:

- Building effective relationships with Members, SMT, business units and other stakeholders
- Supporting work to confirm community priorities both internally and externally
- Co-ordinating the wide ranging activities of the Council to achieve the best possible outcomes
- Identify and support policy development and organisational learning to develop services for the future
- Providing evidence and information to support planning and delivery of services
- Measuring and monitoring the Council's performance to drive service improvements
- Leading a partnership development to maximise resources to deliver efficient and effective services

#### A brief overview of the scope of our service

Our work falls into the following broad categories:

Council and community planning  
Responding to national and local initiatives  
Information management  
Organisational review and improvement  
Corporate support  
Democratic support  
Managing change through coordinated mainstreaming  
Working with partners

In particular the team is seeking to...

- Ensure the Council's operations are aligned with Council and Community priorities, so that we can be sure we are meeting national and community expectations, and are reflecting national shared priorities and local area agreements
- Integrate service planning within a corporate planning process and within the policy and budget framework, so that we can ensure resources are properly allocated and can assess delivery of the council plan
- Support the drive for efficiency, including the Gershon agenda, with the need to achieve and demonstrate value for money, to ensure the Council's efficiency target is met
- Facilitate a culture of improvement through effective engagement and performance management, so that we can meet, and where possible exceed, Government and customer expectations

- Support and influence partner organisations, so that the benefit to community wellbeing can be optimised through effective and efficient joint work with the Council
- Provide specialist advice to support the work of the Council, e.g. demographics, coordinating and developing policy briefing papers, external funding opportunities, so that informed decisions are made, and opportunities exploited
- Mainstream corporate themes, e.g., equality, efficiency, sustainability and older people, so that they become embedded in the culture of the organisation.

### Statutory requirements

- The 1998 and 2001 Local Government White Papers provided a collection of more than 20 policy initiatives designed to modernise and improve performance in local government. These included political reform, and e-government.
- The Local Government Act 1999 specifies the need to undertake Best Value Reviews, to produce an annual Performance Summary and to include performance data in the Annual Report.
- The Local Government Act 2000 requires that every local Council produces, through consultation with key stakeholders and partners, a Community Strategy for promoting and improving the economic social and environmental well-being of their area and contributing to the achievement of sustainable development in the UK. In addition Comprehensive Performance Assessment (CPA) is part of this Act.

## Policies and Strategies...

### Policies and strategies that are the responsibility our Business Unit

|   | Last Reviewed |
|---|---------------|
| Community Strategy 2003 - 2013              | 2006          |
| Council Plan 2006 - 2009                    | 2006          |
| Efficiency Strategy                         | 2006          |
| Implementing E-Government Statement         | 2006          |
| Older Persons Strategy                      | 2004          |
| Sustainability Policy                       | 2002          |
| Policy and Performance Management Framework | 2006          |

## The challenges faced...

### The challenges we face, and our strengths, weaknesses, opportunities and threats

#### Strengths

Proactive - encouraging and facilitating cultural change  
 Flexibility  
 Adding value  
 Wide range of skills

#### Weaknesses

Understanding of the team role  
 Short-term ownership of projects – need to have exit strategies and effective mainstreaming  
 Knowledge of some subjects within the team

|   |   |
|---|---|
| Partnership links<br>Developing relationships through key contact role<br>Innovative and forward thinking<br>Awareness of corporate processes<br>Continuous learning<br>Offering guidance and advice, disseminating best practice<br>Co-ordinating; bringing teams together<br>Encouraging cross-cutting work; focussing on outcomes<br>Offering positive challenge | Project planning and management<br>Pulled in many directions – balancing supply and demand<br>Corporate ‘overload’<br>Unwillingness to say ‘no’ |
| <b>Opportunities</b><br>Local Government White Paper<br>Smarter working within the team<br>Key contact role<br>National and regional working groups<br>Gershon<br>Partnership links   | <b>Threats</b><br>Capacity to deliver<br>Perception of the team<br>Gershon<br>Lack of predictability when working with partners                 |

**An analysis of the medium terms issues and challenges we face**

There is an increasing national context governing the work of the team, the way we work, and the role we play in the organisation. In particular this includes:

- The emerging Local Government White Paper – this will introduce six themed initiatives designed to revitalise local democracy and empower citizens/ communities to shape government action that affects their lives; to drive value for money across the board; and to protect and improve equity between the worst off individuals/ communities and the rest of England
- The Lyons Inquiry – this is concerned primarily with exploring how local government should be funded in the future, but is now extending to look at the role it should play, and how capacity can be built to enable local government to act more strategically on behalf of its communities
- The Gershon agenda – this complements the ODPM’s strategic objectives about improving delivery and value for money in local services through annual improvements in cost effectiveness of 2% or more. This presents a challenge to the team in both managing the efficiency and improvement programme corporately, and in identifying efficiency savings within the team
- Changes to the CPA framework – the team is responsible for corporate management of CPA and guidance on a new framework is pending. In addition, the criteria set for the use of resource judgement introduces specific tests for the team, including more effective partnership management, best use of external funding, and engagement on Community and Council Planning
- Climate Change – this will look at the impacts that a changing climate will have on the Council’s work and responsibilities and will determine actions to mitigate and adapt to these changes. A Single Issue Panel will be established to report to the Environment Overview Committee on what commitments and actions the Council should take
- Local Public Service Agreement – this sets out priorities and key targets for a local area, as agreed between central government, local authorities and key partners. The Council

has signed up to the LPSA with the County Council and we must be sure that we can demonstrate our contribution to the targets set

- Hampshire Local Area Agreement – this brings together key partners (including Basingstoke and Deane LSP) who are committed to working together to achieve better outcomes for communities, specifically relating to children and young people, healthy communities and older people, safe and strong communities and economic development. All partners will have a role in coordinating and supporting action, and the team will need to input to developing common approaches to multi-agency monitoring and management

Other influences and challenges include:

- Government expectations, leading to constantly changing demands, and new initiatives - balancing national priorities with local need and applying it to Basingstoke and Deane
- Generating understanding and ownership of cross-cutting and corporate issues, and maintaining effective communication across the organisation to ensure key linkages are achieved
- Balancing supply and demand in terms of an often unpredictable work programme, the consequent demand on staff resources, the need to remain flexible and developing capacity to adopt a proactive rather than reactive approach
- Raising the awareness of the Team role and its functions within the wider organisation.
- The lack of predictability and control we have when working with partners and the extent of dependence on the team
- Increasing flexibility of approach and a culture of positive thinking to drive toward greater efficiency, considering overheads, processes, contracts, earnings and partnerships to achieve economies of scale

## SECTION 2 – OUR CUSTOMERS WHO WE PROVIDE OUR SERVICES FOR

### Stakeholder analysis...

|  |
|--|
| <b>Who has a 'stake' in our business? Our customers, clients, partners etc... and the relationship we have with them</b> |
|--|

**Who has a minimal interest?**

- Residents
- Government offices e.g. ODPM

**Who do you keep informed?**

- Various internal / external groups
- Members generally
- Staff generally
- Consultants – project specific

**Who must you keep satisfied?**

- Audit Commission
- External Auditors
- Specific Partners
- Specific Partnerships

**Who are the key players?**

- Strategic Management Team
- Strategic Management Board
- Cabinet
- Management Forum
- Local Strategic Partnership

|   |
|---|
| <b>Customer feedback and how we have used the information</b> |
|---|

The recent internal support survey indicates the following:

- 59% : satisfied with the service we provide
- 84% : say we give understandable and practical advice and services
- 89% : say we usually carry out their requests within the time needed/requested
- 93% : said we are helpful and professional

There was a drop in overall satisfaction against last year (from 74% to 59%) with more people selecting 'satisfactory' as an option – this was a common theme through all the support service areas. The comments indicate some frustrations with the extent of initiatives rolling out through the team, and a lack of understanding as to the purpose of our role.

In terms of particular services and responsibilities of the team, broadly half of the organisation was aware of most of them – the exception being the Council Plan which 93% were aware of. Of those who had used some of the services, 89% had found them useful.

The results have yet to be discussed in detail by the team, but it is likely that more focused survey work will take place to determine the underlying reasons for the drop in overall satisfaction, and the best way to promote and raise awareness and understanding of the services offered by the team.

## **SECTION 3 – THREE YEAR ACTION PLANNING WHAT WE WILL BE DOING**

### **Core day-to-day activities...**

#### **Our general day-to-day ongoing activities**

Key Contact role  
Overview Committee support  
Management of the Corporate Improvement Programme  
External funding awareness raising, business unit and VCS support, and resource development  
LSP management, support, facilitation and awareness raising  
Accredited IDEa Peer review activity in other authorities  
Performance Board arrangements  
Performance indicator monthly monitoring  
Policy briefing process coordination  
Service planning annual review and quarterly monitoring  
Sustainability awareness raising and sustainability champions  
Residual E-government project management and coordination of the ESD toolkit  
Maintenance of the policy and strategy listing on Sinbad  
Supporting corporate issues through representation on internal groups  
Advice and support on cross-cutting issues

### **Specific projects over the next 3-years...**

#### **Our top priorities for the next three years**

- (1) Responding to six themes of the Local Government White Paper...
  - Community and neighbourhood empowerment
  - Economic growth for cities and regions
  - Local government structure
  - Local leadership
  - Central / local performance management framework
  - Public service delivery
- (2) Implementing and mainstreaming major cross-cutting initiatives, in particular equality and diversity, climate change, and rural proofing
- (3) Ensuring, through the corporate improvement programme, performance management framework, and business process improvement, that the Council meets its obligations under the Gershon agenda, and is able to maintain an 'excellent' Corporate Performance Assessment status
- (4) Supporting organisational change by developing and establishing the key contact role, facilitating the corporate alignment process for all business units, and providing on-line help guides through the corporate toolkit and policy briefing process
- (5) Ensuring equitable and effective partnerships by completion of the Partnership Strategy, supporting toolkit and agreeing a programme of partnership evaluation

**Our 3-year action plan**

Click [HERE](#) to go to the detailed action plan for the Business Unit (Annex 1 on hard copies).

**Communication, Consultation and Publications...**

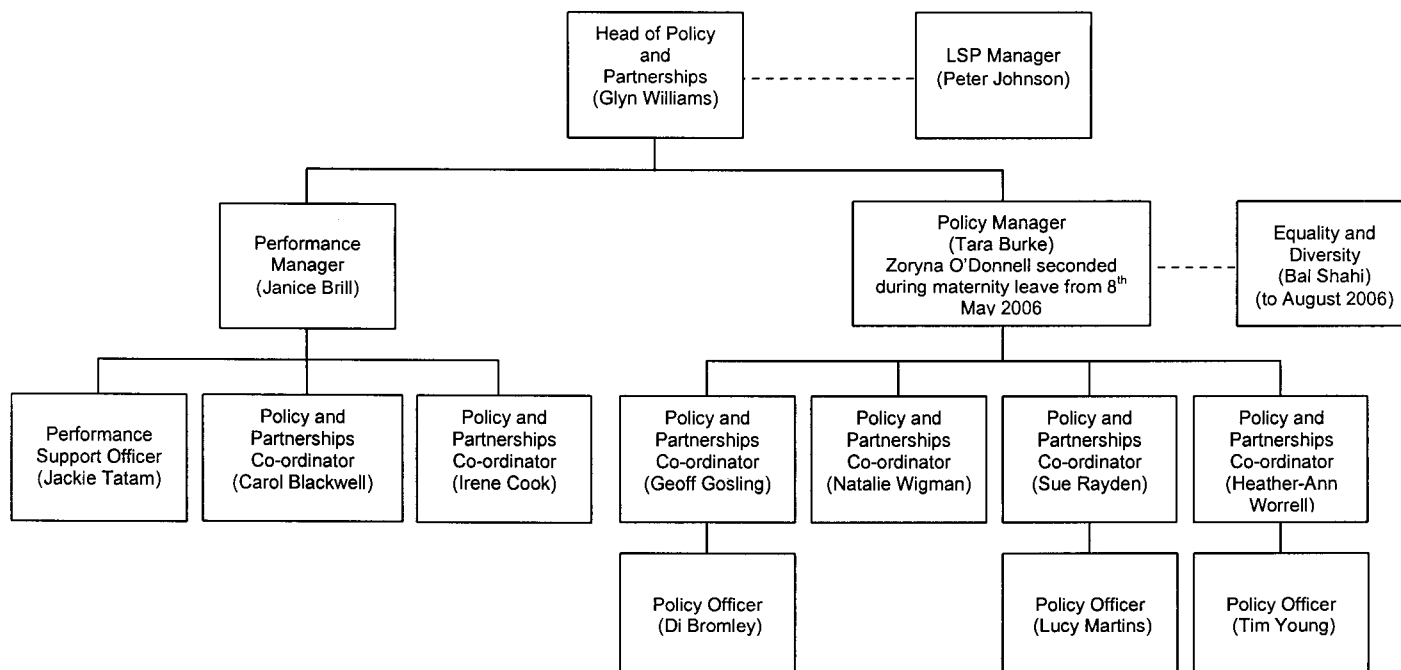
**Timetable for communication, consultation and publications**

| <b>Month</b>        | <b>Communication / Consultation Activity / Publication</b>  |
|---------------------|---|
| <b>April</b>        |   |
| <b>May</b>          | Communicate - Hampshire Solar Car Challenge (25 <sup>th</sup> )<br>Consult - Equalities – to run to August<br>Publish - Social Inclusion Statement (1 <sup>st</sup> )<br>Publish - Research and Information Newsletter  |
| <b>June</b>         |   |
| <b>July</b>         | Communicate - Community Strategy Launch (13 <sup>th</sup> /14 <sup>th</sup> )<br>Communicate - Hampshire Solar Car Challenge (13 <sup>th</sup> )<br>Communicate – IDeA Efficiency Peer Review results   |
| <b>August</b>       | Communicate - BVPI Benefits survey<br>Consult - BVPI Benefits survey<br>Consult – Policy and Performance Management Framework   |
| <b>September</b>    | Communicate - International Day for Older People (30 <sup>th</sup> )<br>Communicate - Over 55's Essential Guide pre-publication<br>Communicate - Equality Strategies pre-publication<br>Communicate - Council Plan publicity for consultation process<br>Consult - Council Plan – to run to November<br>Publish - Profile of the Borough<br>Communicate - BVPI Planning survey<br>Consult - BVPI Planning survey – to run to October<br>Communicate - BVPI General survey<br>Consult - BVPI General survey – to run to November |
| <b>October</b>      | Publish - Over 55's Essential Guide (1 <sup>st</sup> )<br>Publish - package of Equality Strategies  |
| <b>November</b>     | Publish - Research and Information Newsletter   |
| <b>December</b>     |   |
| <b>January</b>      | Communicate - BVPI Benefits survey<br>Consult - BVPI Benefits survey  |
| <b>February</b>     |   |
| <b>March</b>        | Communicate – CPA Use of Resources scores<br>Communicate - Council Plan Document<br>Publish - Council Plan Document   |
| <b>To be agreed</b> | Consult - Climate Change Overview Panel<br>Consult - Sustainability Policy review<br>Consult - Older Persons Partnership Board  |

## SECTION 4 – RESOURCES WHO WILL DELIVER OUR SERVICES, AND WHAT WITH

### Organisational Structure...

#### Our current establishment



|                         |     |
|-------------------------|-----|
| Full time Establishment | 12  |
| Part time Establishment | 1.2 |
| Temporary Establishment | 0   |
| Vacant Posts            | 0   |

### Training and Development ...

#### Training, development and learning needs for our Business Unit

| Need  | How it will be met   |
|---|--|
| <b>Decision-making process:</b><br>Outcomes: Better understanding of decision making routes; more able to inform and influence decision making; more effective engagement with Business Units and Members | Dialogue with Legal and Democratic Services<br>Develop a crib sheet for quick reference<br>Case study assessment at team awayday |

|  |   |
|--|---|
| <p><b>Policy development:</b><br/>Outcomes: Better understanding of policy development; better able to inform and influence policy development and implementation; more effective partnership working</p>                      | Develop a bespoke package in-house or via external provider                                 |
| <p><b>Engagement with Portfolio Holders:</b><br/>Outcome: Need to better understand the role of portfolio holder in order to provide more effective support; stronger, more effective relationships</p>                        | Cluster meetings with Heads of Service and Portfolio Holders                                |
| <p><b>Local Government White Paper:</b><br/>Outcome: Better understanding of potential implications of likely legislation; develop expertise in specific areas; raise awareness early, in team and throughout organisation</p> | Targeted seminars and team feedback<br>Topic specific briefings from external 'specialists' |
| <p><b>Section 17 – Crime and Disorder:</b><br/>Outcome: Better understanding of how to apply toolkit and to assess impacts; ability to advise key contacts</p>   | Team briefing from Community Safety and Development   |
| <p><b>Core skills:</b><br/>Outcome: Addressing weakness identified earlier in the Plan, specifically around project planning and management, prioritisation, mainstreaming, team profile etc</p>                               | Targeted topic specific training, and Away Day sessions                                     |

## Partnerships ...

### Partnerships we are involved in

Over 55's Forum  
Children/Young Persons & Families Locality Partnership and Steering Group  
Diversity Forum  
Forum for the Future Local Authority Partnership  
Hampshire Broadband Forum  
Hampshire Natural Resources Initiative  
Hampshire Policy and Performance Network  
Hants and IoW E-Government Partnership Board  
Local Partnership Board of Children's Fund  
LSP Board and Executive  
Natural Environment Group  
Oakridge Project  
Older Persons Partnership Board  
Popley Project  
South East Forum for E-Government  
Special Interest Group for Older People  
Voluntary and Community Sector Forum

## Financial Overview...

| Total Revenue                  | 2006/07 Estimate<br>£ |
|--------------------------------|-----------------------|
| Employees                      | 668,400               |
| Premises                       | 45,500                |
| Transport                      | 3,700                 |
| Supplies & Services            | 61,500                |
| <b>Total Gross Expenditure</b> | <b>779,100</b>        |
| Income                         | 21,700                |
| <b>Total Net Expenditure</b>   | <b>757,400</b>        |

| Specific Service Budgets               | 2006/07 Estimate<br>£ |
|--|-----------------------|
| Corporate Management                   | 240,400               |
| Democratic Representation & Management | 17,900                |
| Sustainable Development Strategies     | 123,200               |

| Internal Recharges          | 2006/07 Estimate<br>£ |
|-----------------------------|-----------------------|
| Charges from Business Units | 160,200               |
| Charges to Business Units   | 137,500               |

**Overall net cost per head of population (155,400) after recharges:      £7.47**  
**Overall net cost per household (64,386) after recharges:              £18.04**

The team has no capital budgets to manage.

**Other than inflationary and salary increases the main changes in our budgets are...**

During 2005 the Performance and Review Team integrated into Policy and Partnerships, and a new staff structure was put in place. This was achieved within existing budgets.

Efficiencies and savings budgeted for this year (2006/07) are as follows:

| Activity                      | Cashable | Non<br>Cashable | One-off or<br>ongoing? |
|-------------------------------|----------|-----------------|------------------------|
| Professional services savings | 10,100   | 0               | One-off                |

**External funding – success in attracting last year (05/06), and intentions in the current year (06/07)**

The team attracted the following external funding last year –

Increased income from partners to support LSP management      - £6,700  
 Income from partners to support LSP project costs                      - £17,500

In 2006/07 the team is seeking to attract –

£85,000 from DEFRA to support climate change activity  
Up to £30,000 in local sponsorship to support Over 55's projects

## Value for Money...

### **Cost variations compared to our family group, the outcomes of benchmarking, and how we are approaching value for money**

There are no nationally published comparisons for policy and performance related activities, and no cost based performance indicators. In their absence, an external benchmarking exercise is currently being developed based on a tool from Redbridge Council. This will assess how other councils are structured to deliver the work of the team, associated staff levels and costs, standards and quality in terms of a grading matrix for each activity.

Internally the team is now engaged in time-recording to allow a critical assessment of the level of work the team is involved in, and the time spent on ongoing activities and particular projects. This in turn will enable the team to establish the cost of each activity and to explore how best to prioritise work and build capacity.

## SECTION 5 – THE IMPACT OF THE SERVICE WHAT DIFFERENCE OUR SERVICE WILL MAKE

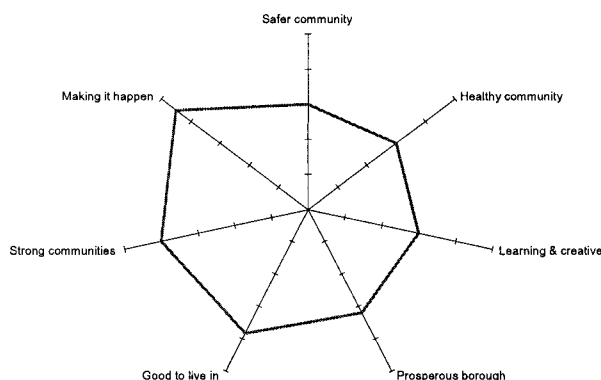
### The Community Strategy and Council Plan...

We have carried out an exercise to see how well we align to the themes of the Community Strategy, and the priorities in the Council Plan. This includes assessing our contribution to crime and disorder, healthy lifestyles, learning and skills, the local economy, sustainability, the needs of older and younger people and those in rural communities, and partnership working.

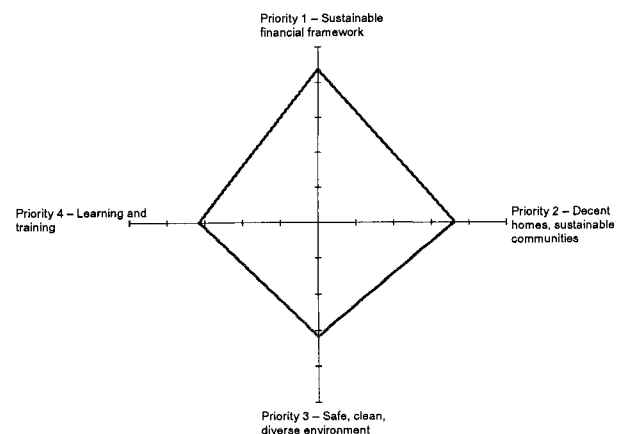
The Team impacts on all themes by provision of support, advice and information, ensuring linkages through corporate alignment, and the policy briefing process. It is our intention to enhance our impact through the use and provision of data, policy development through the overview process, support to partnership development, and engagement with Heads of Service via the key contact role

Click [HERE](#) to view the detailed Integrated Impact Assessment, and [HERE](#) to view the graphs that demonstrate our contribution (Annex 2 on hard copies). Our overall impact on the Community Strategy and Council Plan is shown in the following graphs -

Community Strategy



Council Plan



#### How we intend to address missed opportunities

The Corporate Alignment exercise indicates that the team makes a significant contribution (typically 'medium') across the six Community Strategy themes and the four Council Plan priorities. This results from the involvement of the team in the planning and delivery of key activities across all Business Units, as well as responsibility for mainstreaming, involvement in a range of internal and external working groups, and engagement with key partners.

The team was satisfied that it was well aligned, but identified some scope for enhancing its contribution. In particular:

- Ensuring effective use of data and research information to support service based activity across all themes
- Facilitating appropriate policy development through the Overview process

- Supporting Heads of Service through the key contact role, to assist in identifying, delivering and reviewing community priorities
- Making effective use of the policy briefing process to share information and raise awareness
- Taking the lead on specific projects to support some priorities e.g. discretionary pricing policies, climate change activity, Borough image, corporate advocacy, eLSP
- Mainstreaming corporate themes and encouraging business unit ownership
- Encouraging equitable partnerships, and shared learning

## Risk Assessment...

| <b>Our key business risks</b>  |   |  |
|--|---|--|
| <b>Risk</b>  | <b>Impact</b>   | <b>Mitigation</b>  |
| Unexpected changes in legislation or arising from Government guidance  | Affects the capacity of the team and the ability to deliver the 3-year action plan; ability to respond could be hindered by insufficient skills and knowledge           | Team and individual training; effective work planning and project management                   |
| Failure to respond to and deliver the equality and diversity agenda  | Adverse impact on the local community. In addition it could lead to government intervention, resulting in damage to the council's reputation and the team's credibility | Temporary resource to assist in the equality impact assessment and development of strategies   |
| Withdrawal of contributions from partners to support the LSP management and individual projects  | Adverse financial impact on the council   | Dialogue and invoicing; fund raising for specific projects                                     |
| Failure to deliver key statutory requirements around CPA and BVPI's  | Adverse comments in the annual audit letter, potential qualification and ultimately intervention  | Specific resource allocation; overview by the Corporate Improvement Team and Performance Board |
| Failure to produce key strategies – Community Strategy, Council Plan, IEG 6, Corporate Equality Strategy and associated equality schemes | Adverse comments in the annual audit letter, potential qualification and ultimately intervention  | Specific resource allocation   |
| Failure to engage on wider policy issues at a corporate level  | Impacts on the reputation of the council and would be an ineffective use of resource  | Policy briefing process; key contact role  |
| Failure to raise external funding  | Impacts on the deliverability of the Council Plan   | Specific resource allocation; work programme   |

## Equality and Diversity...

It is important that all service areas consider the impact of their actions on the wider community, and whether there are opportunities to strengthen their contribution, or to change the way they operate to ensure there are no adverse impacts. We are committed to ensuring that the views of members, staff, service users and local stakeholder groups are sought when developing new policies, reviewing service provision and carrying out consultation. To assist this process an equality impact and needs assessment will be carried out against all existing and new functions and policies for the business unit to determine any information or service delivery gaps, particularly in relation to meeting the requirements of our corporate equalities strategy and associated equality schemes. The resources required for undertaking any equalities work, including impact assessments, will be clearly allocated within the team and progress monitored through our service plan.

| <b>Activity currently supporting this agenda</b>                                   | <b>Actions we are going to take to strengthen our contribution</b> |
|--|--|
| Work on the Comprehensive Equality Policy and impact assessment<br>Data monitoring | Helping business units to take ownership and mainstream            |

## **SECTION 6 – PERFORMANCE APPRAISAL WHAT WE ACHIEVED IN 2006 / 07**

This section will be developed for completion at the end of the financial year, as a new annual performance review

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## BASINGSTOKE AND DEANE BOROUGH COUNCIL - SERVICE PLAN 2006 TO 2009

Business Unit: Policy and Partnerships

Aim: To support the Council in identifying, delivering and reviewing community priorities

| Part 1 - Project Plan                 |   | Part 2 - Monitoring Schedule             |                 |                   |  |
|---------------------------------------|---|--|-----------------|-------------------|--|
| Ref                                   | Task  | Lead Officer                             | Completion Date | Status of Project | Evidence and notes   |
| PO1                                   | Ongoing Core Business - Carry out a full range of ongoing activity - <a href="#">Click here for the full list</a>   | All                                      | Ongoing         |                   |  |
| <b>CORE ACTIVITIES</b>                |   |  |                 |                   |  |
| <b>COUNCIL AND COMMUNITY PLANNING</b> |   |  |                 |                   |  |
| PO2                                   | Council Plan - Review, consult upon and publish the roll-forward of the 3 year Council Plan and agree the policy and budget framework with Cabinet              | Glyn Williams / Sue Rayden               | Mar-07          | Completed         | New strategy launched at LSP Conference 13th July 2006   |
| PO3                                   | Community Strategy - Complete the review of the Strategy and launch   | Peter Johnson                            | Jul-06          | Completed         | First draft list of indicators completed and available on LSP website. Some data sets have only have only a single return - others need to be developed from scratch. Further development delayed waiting for e-LSP database to come on line (Sept). |
| PO4                                   | Outcome Measures - Finalise, jointly with Local Strategic Partnership, quality of life indicators to measure outcomes of the Community Strategy                 | Diane Bromley, Sue Rayden, Peter Johnson | Jun-06          | In progress       | Published on website   |
|                                       | Develop 'Actions Summary' to identify partner contributions to Community Strategy   | Peter Johnson                            | Jul-06          | Completed         | Support given to R&D through IIA of key issues for consultation - and in engaging Borough Business Partnership July06.   |
| PO5                                   | Town Centre - Facilitation visioning work   | Glyn Williams                            | Jun-06          | Completed         | Developing dialogue with P&T. White Paper on the Future of Local Government delayed - expected Nov 06  |
| PO6                                   | Statement of Community Involvement / Local Development Framework - Assess the impact in terms of the Community Strategy   | Sue Rayden                               | Aug-06          | In progress       |  |
| <b>THE FUTURE OF LOCAL GOVERNMENT</b> |   |  |                 |                   |  |
| PO7                                   | White Paper - Prepare an overall briefing assessment setting out the expectations of the White Paper, together with a supporting action plan                    | Glyn Williams                            | Sep-06          | Completed         | Briefings on key streams prepared and published  |
| PO8                                   | Community / Neighbourhood Empowerment - Coordinate the Council's response to, and preparation for more formal local level involvement in decision making        | Geoff Gosling                            | Dec-06          | Not yet due       | Briefing paper produced on initial discussion document around Community/Neighbourhood Empowerment  |
| PO9                                   | Economic Growth for Cities and Regions - Coordinate the Council's response to, and preparation for enactment of proposals to enhance economic growth            | Sue Rayden                               | Dec-06          | In progress       | Briefings on key streams prepared and published - Member workshop 22nd January   |
| PO10                                  | Local Government Structure - Coordinate the Council's response to, and preparation for changes to the local government structure                                | Glyn Williams                            | Dec-06          | In progress       | Briefings on key streams prepared and published - Member workshop 22nd January   |
| PO11                                  | Local Leadership - Coordinate the Council's response to, and preparation for enactment of proposals to improve local leadership                                 | Tara Burke                               | Dec-06          | In progress       | Briefings on key streams prepared and published - Member workshop 22nd January   |
| PO12                                  | Performance Management - Coordinate the Council's response to, and preparation for enactment of changes to the central / local performance management framework | Janice Brill                             | Dec-06          | In progress       | Briefings on key streams prepared and published - Scrutiny Committee considering 18th January and Member workshop 22nd January   |

## BASINGSTOKE AND DEANE BOROUGH COUNCIL - SERVICE PLAN 2006 TO 2009

| Ref  | Task  | Lead Officer                | Completion Date               | Status of Project  | Evidence and notes  |
|--|---|-----------------------------|-------------------------------|--|---|
|  |   |                             | Select from comment box above | Completed<br>In progress<br>Delayed<br>Not yet due<br>No longer relevant | Please give any updates on activity, reasons for delay, explanation if the action is no longer relevant   |
| PO13   | Public Services - Coordinate the Council's response to, and preparation for enactment of changes to the way in which public services are convened                                     | Irene Cook                  | Dec-06                        | In progress  | Briefings on key streams prepared and published - Member workshop 22nd January  |
| PO14   | Lyons Report - Coordinate the Council's response to, and preparation for introduction of proposals arising from the Lyons Inquiry   | Sue Rayden                  | Feb-07                        | In progress  | Briefing paper produced on findings from the Lyons Inquiry. Now pending the publication of final report   |
| <b>INFORMATION MANAGEMENT</b>                |   |                             |                               |  |   |
| PO15   | Borough Profile - Publish the Annual Profile  | Geoff Gosling               | Oct-06 (annual)               | In progress  | Delayed by more urgent work   |
| PO16   | Research and Information Newsletter - Publish the 6 monthly newsletter  | Di Bromley                  | May-06                        | Completed  | May newsletter published in early June - delayed by urgent work on Waste & Recycling Report   |
| PO17   | Annual Monitoring Report - Input in support of the Local Development Framework  | Geoff Gosling               | Oct-06                        | In progress  | Re-scheduled to fit in with P&T timetable   |
| PO18   | Data Sources and Data Needs - Prepare a detailed schedule identifying sources of information and its use  | Geoff Gosling               | May-06                        | No longer relevant   | Need partially obviated by advent of Data4NR website and eLSP project   |
| PO19   | Data Access - Scope and develop a Data and Information Website  | Di Bromley                  | Sep-07                        | In progress  | Improvements to website implemented September 2006  |
| PO20   | Households - Assess future household needs of the Borough   | Geoff Gosling               | Jun-06                        | Completed  | Input to consultation on submitted draft South East Plan  |
| PO21   | Contacts Network - Formalise and maintain the network of data information   | Geoff Gosling               | Sep-06                        | In progress  |   |
| PO22   | Boundary Review - Contribute to consultation on recommendations from the Boundary Commission  | Geoff Gosling               | Dec-06                        | In progress  | All background work done, Now pending recommendations from Boundary Commission  |
| PO23   | Customer Survey - Coordinate the statutory general, planning and benefits surveys into customer expectation and satisfaction, subsequent data analysis and improvement planning       | Jackie Tatam                | Mar-07                        | In progress  | Surveys now underway - led by Miller Associates   |
| <b>ORGANISATIONAL REVIEW AND IMPROVEMENT</b> |   |                             |                               |  |   |
| PO24   | Corporate Improvement Plan - To coordinate delivery of the 3-year plan and support the identification and reporting of efficiencies   | Irene Cook                  | Mar-09                        | Ongoing  | Regular monitoring to Corporate Improvement Team  |
| PO25   | Efficiency Peer Review - To coordinate submission of evidence, update the self-assessment, and make arrangements for the on-site assessment   | Irene Cook                  | Mar-07                        | In progress  | Preparation underway, self assessment completed   |
| PO26   | Comprehensive Performance Assessment - Ensure the Council is able to respond to the proposed framework and carry out a health check based on emerging guidance                        | Janice Brill                | Oct-07                        | In progress  | Briefing papers and consultation responses prepared at each stage so far. Final guidance now issued. Presentation to be circulated to Management Forum and posted on Sinbad |
| PO27   | CPA Assessments - Prepare self assessment updates for the annual data quality, use of resources and value for money inspections, and coordinate arrangements for on-site inspection   | Janice Brill                | Sept-06 (annual)              | Completed  | All assessments for 2006 submitted. Pending feedback from Auditors  |
| PO28   | Annual Performance Review - To coordinate the framework for 2005-06 reviews and report to the Performance Board   | Carol Blackwell             | Jun-06                        | Completed  | Information collated and published on Sinbad  |
| PO29   | BVPI Audit - Prepare for the end of year audit including coordinating self assessments and target setting, data submission and liaison with Price Waterhouse Coopers during the audit | Jackie Tatam                | Jul-06 (annual)               | Completed  | 2006 inspection concluded   |
| PO30   | Performance Plan Requirements - Publish BVPI data in accordance with the statutory requirements at the end of March and June  | Janice Brill / Jackie Tatam | Jun-06 (annual)               | Completed  | Annual report published and all data now on the website   |

## BASINGSTOKE AND DEANE BOROUGH COUNCIL - SERVICE PLAN 2006 TO 2009

| Ref                       | Task   | Lead Officer    | Completion Date               | Status of Project  | Evidence and notes  |
|---------------------------|--|-----------------|-------------------------------|--|---|
|                           |  |                 | Select from comment box above | Completed<br>In progress<br>Delayed<br>Not yet due<br>No longer relevant | Please give any updates on activity, reasons for delay, explanation if the action is no longer relevant   |
| PO31                      | Performance Management - Review the Councils current framework   | Janice Brill    | Jul-06                        | Completed  | New framework submitted Performance Board on 1st August 2006  |
| PO32                      | Geishon - Submit the forward look, backward look, and mid-term review Annual Efficiency Statements   | Irene Cook      | Nov-06 (annual)               | Completed  | All 2006 statements submitted on time and reported to Performance Board   |
| PO33                      | Pricing Policies - Review Council pricing policies, including opportunities for discretionary pricing  | Glyn Williams   | Sep-06                        | In progress  | Workshops held, rescheduled for January 2007  |
| PO34                      | Loans / Grants Policy - Consider the feasibility of different options for submission to Overview Committee   | Heather Ann     | Sep-06                        | Completed  | Report submitted to SMT and Overview  |
| PO35                      | IEG - Submit the final Implementing E Government Statement   | Irene Cook      | Apr-06                        | Completed  |   |
| PO36                      | Internal Support - Coordinate the annual survey and data analysis  | Janice Brill    | Apr-06 (annual)               | Completed  | Data circulated to relevant Business Units, and summary report submitted to SMT   |
| PO37                      | Business Process Improvement - To conclude the purchase to pay pilot project and agree an implementation plan  | Irene Cook      | Jun-06                        | Completed  | Action Plan in place - Now led by Paul Carver   |
| PO38                      | Programme / Project Management - Produce a framework strategy for use across the Council   | Irene Cook      | May-06                        | In progress  | Draft submitted to Corporate Improvement Team   |
| PO39                      | Cashless Parking - Provide project management support for the implementation a new system  | Irene Cook      | Jun-06                        | No longer relevant   | Project not pursued   |
| POXX                      | Waste Minimisation - Provide support in staging a residents jury to consider options   | Glyn Williams   | Oct-06                        | No longer relevant   | Cabinet agreed not to proceed   |
| <b>CORPORATE SUPPORT</b>  |  |                 |                               |  |   |
| PO40                      | Key Contacts - Establish effective working relationships between key contacts and assigned Heads of Service  | All             | Nov-06                        | In progress  | Key contact role now established  |
| PO41                      | Corporate Toolkit - Develop scenario based user guides on Sinbad   | Carol Blackwell | Mar-07                        | In progress  | All BU heads consulted on their business requirements/design ideas. Reported to SMT Sept 06. Business Units now populating own sections in Sinbad   |
| PO42                      | External Funding - Submit periodic update report on progress to Strategic Management Team  | Tim Young       | Apr-06<br>Nov-06              | In progress  | Reports considered by SMT six monthly   |
| PO43                      | Report Format - Review the impact of the new format and engage Management Forum in understanding the decision making process and integration of cross-cutting issues   | Sue Rayden      | May-06                        | Delayed  | To be incorporated into wider consideration of decision-making process.   |
| PO44                      | Policy Briefing - Further develop the process by increasing internal promotion, encouraging wider use of the system, seeking ways of embedding it into the overview process, and sharing best practice and information with partners | Carol Blackwell | Mar-07                        | In progress  | Changes have been made to monthly reports to SMT with statistical information a new addition. This replaces the need for 6 monthly SMT reports. LG alerts now being sent electronically on weekly on Weds instead of every Friday |
| <b>DEMOCRATIC SUPPORT</b> |  |                 |                               |  |   |
| PO45                      | Members - Develop options for engaging Members in the work of the team   | All             | Jul-06                        | Delayed  |   |
| PO46                      | Overviews - Develop work programmes for Overview Committees  | Heather Ann     | Sep-06                        | In progress  | Overview Committee Programme agreed (evolving document) July 2006.  |
| <b>MANAGING CHANGE</b>    |  |                 |                               |  |   |

## BASINGSTOKE AND DEANE BOROUGH COUNCIL - SERVICE PLAN 2006 TO 2009

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|                                  |  |  | Select from comment box above | Completed<br>In progress<br>Delayed<br>Not yet due<br>No longer relevant | Please give any updates on activity, reasons for delay, explanation if the action is no longer relevant  |
| PO47                             | Corporate Alignment - Facilitate the process across all Business Units to confirm how service policies and activities currently support corporate priorities identified in the Community Strategy and Council Plan             | All                                      | Nov-06                        | In progress  | All workshops complete. Heads of Service now submitting outcome reports to SMT - all due by end Feb 07   |
| PO48                             | Strategic Management Board - Prepare a development plan  | Glyn Williams                            | Sep-06                        | Delayed  |  |
| <b>COORDINATED MAINSTREAMING</b> |  |  |                               |  |  |
| PO49                             | Equality and Diversity - Coordinate and implement the Corporate Equality Programme, including revision of all existing strategies, data support, training programmes, roll out of impact assessments, and improvement planning | Tara Burke, DI Bromley, Zoryna O'Donnell | Dec-07                        | Completed  | Corporate Equality Strategy 2006-09 (includes 6 individual schemes) and Corporate Equality Plan and Action Plans developed and consulted upon. Agreed by Cabinet. EIANA workshops held with all business units |
| PO50                             | Integrated Impact Assessment - Update the assessment to reflect the new Community Strategy and Council Plan  | Sue Rayden                               | Jun-06                        | In progress  | Considering Sustainability Appraisal to ensure broad range of issues are incorporated.   |
| PO51                             | Corporate Themes - Develop an impact assessment tool to assess contribution to the corporate themes of equality, young people, older people, rural proofing, community safety  | Sue Rayden / Janice Brill                | Dec-06                        | In progress  | Linked to above  |
| PO52                             | Climate Change - Develop a programme to raise awareness of climate change issues in conjunction with the single issue panel  | Lucy Martins                             | Jan-07                        | In progress  | 2 workshops completed. Work plan and meetings agreed. Report with recommendation to go to E environment Overview in January 2007.  |
| PO53                             | Youth Green Paper - Prepare an Overview Committee briefing   | DI Bromley                               | Aug-06                        |  |  |
| PO54                             | Older People - Establish organisational advocacy to ensure mainstreaming of older persons issues   | Heather Ann                              | Mar-07                        | In progress  | 3 meetings held with Business Unit representatives- positive name change. Advocates for Older people- all to show in service plans contributions to improving the quality of life for older people             |
| PO55                             | External Funding / Partnership Database - Develop, populate, and roll out the database   | Tim Young                                | Aug-06                        | Delayed  | Specification developed. On hold, awaiting ICT applications development time   |
| PO56                             | External Funding - Submit the external funding protocol to Council   | Tim Young                                | Oct-06                        |  |  |
| PO57                             | Rural Issues - Assist the Forward Planning Team in mainstreaming the Rural Strategy and action plan  | Sue Rayden                               | Aug-06                        | In progress  | Ongoing dialogue with P&T. Draft report.   |
| PO58                             | Sustainability - Submit an annual progress report to Overview Committee on sustainability projects   | Lucy Martins                             | Aug-06                        | In progress  | The report is due to go to Environment Overview on 21st September 2006   |
| PO59                             | Sustainability - Complete a review of the sustainability policy  | Lucy Martins                             | Mar-07                        | Not yet due  |  |
| <b>WORKING WITH PARTNERS</b>     |  |  |                               |  |  |
| PO60                             | Effective Partnerships - Publish a Partnership Strategy and Toolkit to guide effective partnership working   | Natalie Wigman                           | Dec-06                        | Completed  | Approved by Cabinet  |
| PO61                             | Effective Partnerships - Carry out detailed evaluation of partnerships   | Natalie Wigman                           | Dec-08                        | Not yet due  |  |
| PO62                             | Borough Image - Develop initiatives to raise the image of the Borough as a local and regional level  | Glyn Williams                            | May-06                        | No longer relevant   | Now the remit of a corporate group   |
| PO63                             | LPSA2 / LAA - Ensure that the Council enters into appropriate partnership arrangements and joint working opportunities to support improved local services through LPSA and LAA   | Tara Burke                               | Jul-07                        | In progress  | Agreements signed  |

**BASINGSTOKE AND DEANE BOROUGH COUNCIL - SERVICE PLAN 2006 TO 2009**

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|----------------------|---|---------------------------------|-------------------------------|--|--|
|                      |   |                                 | Select from comment box above | Completed<br>In progress<br>Delayed<br>Not yet due<br>No longer relevant | Please give any updates on activity, reasons for delay, explanation if the action is no longer relevant  |
| PO64                 | LPSA2 / LAA - Establish mechanisms to ensure the Council's obligations are fulfilled, data sets are in place, achievements are evidenced, and that impacts are clearly aligned to the Community Strategy and Council Plan | Tara Burke                      | Jul-07                        | In progress  | All targets agreed. Monitoring systems being set up  |
| PO65                 | LSP - Arrange the annual conference   | Peter Johnson                   | Jul-07 (annual)               | Completed  | Conference held on 13th July - details available on LSP website  |
| PO66                 | LSP - White Paper - Review the forthcoming white paper on the future of local government and prepare a programme to brief members, officers and partners, and develop a response as appropriate                           | Glyn Williams                   | Sep-06                        | Completed  | Briefing papers prepared and presentation to LSP   |
| PO67                 | Beacon Council - Assist in the development of the bid on Community Safety   | Glyn Williams                   | Jun-06                        | Completed  | Bid submitted, successful in being short-listed  |
| PO68                 | Local Strategic Partnership - Establish funding agreements with partners and secure contributions   | Peter Johnson                   | May-06                        | Completed  | Funding arrangements agreed - majority of partners invoiced.   |
| PO69                 | Over 55's - Develop, agree and implement an exit strategy for the Council's involvement in the Over 55's Forum  | Heather-Ann Worrrell            | Sep-06                        | Completed  | Agreed that HAW-C provide general advice and support. Forum to organise meetings and AGM- become more involved in International Day. General admin support to continue forum to contact direct. Agreed with Cabinet Champion for Older People. |
| PO70                 | Over 55's - Secure sponsorship  | Tim Young                       | Jul-06                        | Delayed  | Production of 55Plus postponed until Jan 07  |
| PO71                 | Over 55's - Review, update and publish the essential guide  | Heather-Ann Worrrell            | Oct-06                        | Delayed  | Review being undertaken- update for online version to be launched at International Day to be published early 2007.   |
| PO72                 | Older People - Arrange the International Day  | Heather-Ann Worrrell            | Oct-06                        | Completed  |  |
| PO73                 | Oakridge Project - Assist in implementation of the Oakridge Older Persons Project action plan   | Heather-Ann Worrrell            | Jul-06                        | Completed  | Opportunity to roll out learning to another area South Ham and benefit from LPSA2 funding  |
| PO74                 | Digital Challenge - Work with the County Council to develop a funding bid   | Irene Cook                      | Apr-06                        | No longer relevant   | Project not pursued  |
| PO75                 | Smartcards - Work with the County Council to develop a Countywide Feasibility Study   | Irene Cook                      | Jun-06                        | No longer relevant   | Project not pursued  |
| PO76                 | Solar Challenge - Hampshire wide scheme with schools  | Lucy Martins                    | Jul-06                        | Completed  |  |
| PO77                 | Start Here - Review contract  | Tara Burke                      | Nov-06                        | Completed  |  |
| <b>TEAM ACTIVITY</b> |   |                                 |                               |  |  |
| PO78                 | Equality and Diversity - Complete the equality impact assessments for all team processes and policies   | Tara Burke,<br>Zoryna O'Donnell | Dec-08                        | Ongoing  | Impact assessment started  |

BASINGSTOKE AND DEANE BOROUGH COUNCIL - SERVICE PLAN 2006 TO 2009

| Part 3 - Impact Assessment |   |   |  |  |                        |                         |                |                       |   |   |
|----------------------------|---|---|--|--|------------------------|-------------------------|----------------|-----------------------|---|---|
| Ref                        | Outcome - What difference will it make  | Council Plan Priorities   |  |  |                        |                         |                |                       |   |   |
|                            |   | Is there any type of contract associated with this task?<br>Insert Yes or leave blank | Is it a Statutory Function?<br>Insert Yes or leave blank | Is it a Support Function?<br>Insert Yes or leave blank | Resource & Opportunity | Sustainable Communities | Safe and Clean | Learning and Training | Could it lead to a Gershon efficiency?<br>Insert Yes or leave blank | Is it in the Corporate Improvement Plan?<br>Insert Yes or leave blank |
| PO1                        |   |   |  | Yes  | 1.23                   |                         |                |                       |   |   |
| PO2                        | Fit for purpose Council Plan  |   |  |  | 1.23                   |                         |                |                       |   |   |
| PO3                        | Fit for purpose Strategy  |   | Yes  |  | 1.14                   |                         |                |                       |   |   |
| PO4                        | Evidence to support the outcomes of the Community Strategy and Network Partnerships   |   |  |  | 1.14                   |                         |                |                       |   |   |
|                            | Map of actions which contribute to Community Strategy which can be searched and sorted by outcome   |   |  |  |                        |                         |                |                       |   |   |
| PO5                        | Enables brainstorming on options to enhance social, economic and environmental benefit  |   |  |  | 1.4                    | 2.21                    |                |                       |   |   |
| PO6                        | Ensure clear links to the Community Strategy, LSP and network partners  |   |  |  |                        |                         | 3.17           |                       |   |   |
| PO7                        | Communicating the proposals and implications, opportunity to contribute to the consultation   |   |  |  | 1.23                   |                         |                |                       |   |   |
| PO8                        | Greater community involvement in shaping their lives; package of options for budget delegation, local policing and management, local agreements |   |  |  |                        |                         |                |                       |   |   |
| PO9                        | Economic capability in line with European competitors; new powers and governance arrangements   |   |  |  |                        |                         | 4.9            |                       |   |   |
| PO10                       | Streamlined structure; less confusion; efficiencies   |   |  |  | 1.3                    |                         |                |                       |   |   |
| PO11                       | Strong visible accountable leadership; alternative governance options   |   |  |  | 1.14                   |                         |                |                       |   |   |
| PO12                       | More proportionate regime; greater clarity of national and local priorities; devolution; rationalised assessment process                        |   |  |  | 1.3                    |                         |                |                       |   |   |

## BASINGSTOKE AND DEANE BOROUGH COUNCIL - SERVICE PLAN 2006 TO 2009

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|------|---|--|-----------------------------|---------------------------|---|-------------------------|----------------|-----------------------|--|--|
|      |   | Insert Yes or leave blank                                | Insert Yes or leave blank   | Insert Yes or leave blank | Please insert the Council Plan Reference that this action contributes to.<br><a href="#">Click here to view a referenced list</a> |                         |                |                       | Insert Yes or leave blank              | Insert Yes or leave blank                |
| PO13 | Statutory base for LSP's, duty of cooperation; greater scrutiny role over wider public services                                     |  |                             |                           | 1.3   |                         |                |                       |  |  |
| PO14 | Opportunity to contribute to debate   |  |                             |                           | 1.23  |                         |                |                       |  |  |
| PO15 | Data overview to support community and service forward planning   |  |                             | Yes                       | 1.23  |                         |                |                       |  |  |
| PO16 | Data overview to support community and service forward planning   |  |                             | Yes                       | 1.23  |                         |                |                       |  |  |
| PO17 | Ability to monitor the Local Development Framework  |  | Yes                         |                           |   |                         | 3.17           |                       |  |  |
| PO18 | Overall picture of data sources and ability to share information  |  |                             | Yes                       |   |                         |                |                       |  |  |
| PO19 | Increased data availability, ease of access to information by the public and other agencies   |  |                             |                           | 1.15  |                         |                |                       |  |  |
| PO20 | Input to the Local Development Framework, Housing Strategy and submitted draft South East Plan                                      |  |                             |                           |   | 2.8                     |                |                       |  |  |
| PO21 | Data source and information sharing network   |  |                             | Yes                       |   |                         |                |                       |  |  |
| PO22 | Ability to influence the ward boundaries  |  |                             |                           | 1.23  |                         |                |                       |  |  |
| PO23 | Data on community expectations to inform forward planning   |  | Yes                         |                           | 1.3   |                         |                |                       |  |  |
| PO24 | Improved services, efficiencies realised, CPA criteria met  |  |                             |                           | 1.20  |                         |                |                       |  |  |
| PO25 | Explore opportunities to improve efficiency/Provide peer challenge for other LA's   |  |                             |                           | 1.3   |                         |                |                       |  |  |
| PO26 | Council applying best practice and maintaining excellent status   |  |                             |                           | 1.3   |                         |                |                       |  |  |
| PO27 | Maintain or improve on level 3 overall assessment   |  | Yes                         | Yes                       | 1.3   |                         |                |                       |  |  |
| PO28 | Contributes to the preparation of the Annual Report, and enables Business Units to focus on achievements and learning               |  |                             | Yes                       | 1.3   |                         |                |                       |  |  |
| PO29 | Clear expectations and targets for performance within individual service areas against BVPIs, compliance with statutory requirement |  | Yes                         |                           | 1.3   |                         |                |                       |  |  |
| PO30 | Public information, awareness raising, compliance with statutory Performance Plan requirements                                      |  | Yes                         |                           |   |                         |                |                       |  |  |

**BASINGSTOKE AND DEANE BOROUGH COUNCIL - SERVICE PLAN 2006 TO 2009**

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|-----|--|--|-----------------------------|---------------------------|---|---------------------------|---------------------------|---------------------------|--|--|
|     |  | Insert Yes or leave blank                                | Insert Yes or leave blank   | Insert Yes or leave blank | Please insert the Council Plan Reference that this action contributes to.<br><a href="#">Click here to view a referenced list</a> | Insert Yes or leave blank | Insert Yes or leave blank | Insert Yes or leave blank | Insert Yes or leave blank              |  |

|      |  |  |  |  |      |      |      |  |  |  |
|------|--|--|--|--|------|------|------|--|--|--|
| PO31 | Fit for purpose approach   |  |  |  | 1.3  |      |      |  |  |  |
| PO32 | Evidence to support realisation of 2.5% efficiency savings                             |  |  |  | 1.3  |      |      |  |  |  |
| PO33 | More affordable access to services and facilities; consistent approach to pricing      |  |  |  | 1.12 |      |      |  |  |  |
| PO34 | Consideration of options   |  |  |  | 1.23 |      |      |  |  |  |
| PO35 | Meet Governments IEG process and secure £900,000 in support of the Council's programme |  |  |  | 1.15 |      |      |  |  |  |
| PO36 | Scope for improvement in support services; evidence to support value for money         |  |  |  | 1.3  |      |      |  |  |  |
| PO37 | Efficiencies realised through streamlined processes                                    |  |  |  | 1.3  |      |      |  |  |  |
| PO38 | Framework document for reference setting out best practice and guidance                |  |  |  | 1.3  |      |      |  |  |  |
| PO39 | Project aimed at provision more customer car park payment options                      |  |  |  | 1.1  |      |      |  |  |  |
| POXX | Customer engagement in future service delivery   |  |  |  | 1.21 | 2.11 | 3.22 |  |  |  |

|      |   |  |  |     |      |  |  |  |  |  |
|------|---|--|--|-----|------|--|--|--|--|--|
| PO40 | Effective corporate support, information sharing, signposting, mainstreaming            |  |  | Yes |      |  |  |  |  |  |
| PO41 | Easy access to information, better use of and application of corporate systems          |  |  | Yes | 1.23 |  |  |  |  |  |
| PO42 | SMT awareness, raising profile  |  |  | Yes | 1.23 |  |  |  |  |  |
| PO43 | More informed reports and decision making, considering of wider corporate impacts       |  |  | Yes |      |  |  |  |  |  |
| PO44 | Effective use of and sharing of information, timely and informed consultation responses |  |  | Yes | 1.23 |  |  |  |  |  |

|      |  |  |  |     |  |  |  |  |  |  |
|------|--|--|--|-----|--|--|--|--|--|--|
| PO45 | Member awareness; relationship building; team development    |  |  |     |  |  |  |  |  |  |
| PO46 | Clear direction and focus; more effective project management |  |  | Yes |  |  |  |  |  |  |

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|-----|--|--|-----------------------------|---------------------------|---|-------------------------|----------------|-----------------------|--|--|
|     |  | Insert Yes or leave blank                                | Insert Yes or leave blank   | Insert Yes or leave blank | Please insert the Council Plan Reference that this action contributes to.<br><a href="#">Click here to view a referenced list</a> |                         |                |                       | Insert Yes or leave blank              | Insert Yes or leave blank                |

|      |  |  |  |     |     |  |  |  |  |  |
|------|--|--|--|-----|-----|--|--|--|--|--|
| PO47 | Service delivery aligned to the Community Strategy and Council Plan, possible shift in focus by some units |  |  |     | 1.6 |  |  |  |  |  |
| PO48 | Skills development, awareness raising  |  |  | Yes |     |  |  |  |  |  |

|      |  |     |  |     |      |     |      |  |  |  |
|------|--|-----|--|-----|------|-----|------|--|--|--|
| PO49 | Achievement of Level 3 of the Equality Standard                                      |     |  |     | 1.7  |     |      |  |  |  |
| PO50 | Fit for purpose IIA to assist in aligning activities                                 |     |  |     | 1.6  |     |      |  |  |  |
| PO51 | Clarity over contribution to corporate themes; gap analysis and improvement planning |     |  |     | 1.23 |     |      |  |  |  |
| PO52 |  |     |  |     | 1.22 |     |      |  |  |  |
| PO53 | Information and awareness raising, consideration of impacts                          |     |  |     |      | 2.5 |      |  |  |  |
| PO54 | Corporate awareness raising, embedding consideration of issues                       |     |  |     |      | 2.5 |      |  |  |  |
| PO55 | Making information available more widely; effective one-stop data storage            |     |  | Yes | 1.23 |     |      |  |  |  |
| PO56 |  | Yes |  |     |      |     |      |  |  |  |
| PO57 | Corporate awareness raising, embedding consideration of issues                       |     |  |     |      |     | 3.18 |  |  |  |
| PO58 | Awareness raising  |     |  |     | 1.21 |     |      |  |  |  |
| PO59 | New fit for purpose policy   |     |  |     | 1.13 |     |      |  |  |  |

|      |  |  |  |  |      |  |  |  |  |  |
|------|--|--|--|--|------|--|--|--|--|--|
| PO60 | Effective and equitable partnerships; clear operating framework                  |  |  |  | 1.11 |  |  |  |  |  |
| PO61 | Effective and equitable partnerships; clear operating framework                  |  |  |  | 1.11 |  |  |  |  |  |
| PO62 | Increased reputation in terms of business, culture and environmental opportunity |  |  |  | 1.1  |  |  |  |  |  |
| PO63 | £1.8million funding contribution on achievement of targets                       |  |  |  | 1.18 |  |  |  |  |  |

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|------|---|--|-----------------------------|---------------------------|---|-------------------------|----------------|---------------------------|--|--|
|      |   | Insert Yes or leave blank                                | Insert Yes or leave blank   | Insert Yes or leave blank | Please insert the Council Plan Reference that this action contributes to.<br><a href="#">Click here to view a referenced list</a> |                         |                | Insert Yes or leave blank | Insert Yes or leave blank              | Insert Yes or leave blank                |
| PO64 | £1.8million funding contribution on achievement of targets  |  |                             |                           | 1.18  |                         |                |                           |  |  |
| PO65 | Promotion of LSP and network partners, raising profile, communicating achievements and future direction |  |                             |                           | 1.14  |                         |                |                           |  |  |
| PO66 |   |  |                             |                           | 1.14  |                         |                |                           |  |  |
| PO67 | Successful bid = national recognition, learning and sharing   |  |                             |                           |   |                         | 3.13           |                           |  |  |
| PO68 | Equitable funding arrangements to support LSP management and project delivery                           |  |                             |                           | 1.14  |                         |                |                           |  |  |
| PO69 | Self-sustaining partnership   |  |                             |                           | 1.11  |                         |                |                           |  |  |
| PO70 | External funding contribution to support projects   |  |                             |                           |   | 2.5                     |                |                           |  |  |
| PO71 | Accessible signposting information  |  |                             |                           | 1.11  | 2.5                     |                |                           |  |  |
| PO72 | Accessible signposting information  |  |                             |                           |   | 2.5                     |                |                           |  |  |
| PO73 | Activity to meet specific needs of older people in Oakridge   |  |                             |                           |   | 2.13                    |                |                           |  |  |
| PO74 | Shared service with partners, securing funding, joint delivery to meet customer needs                   |  |                             |                           | 1.16  |                         |                |                           |  |  |
| PO75 | Shared service with partners, securing funding, joint delivery to meet customer needs                   |  |                             |                           | 1.17  |                         |                |                           |  |  |
| PO76 | Increased awareness of renewable energy   |  |                             |                           | 1.16  |                         |                |                           |  |  |
| PO77 | Most efficient use of resource  | Yes  |                             |                           | 1.16  |                         |                |                           |  |  |
| PO78 | Ensuring equality of opportunity and access for all staff and the public                                |  |                             |                           | 1.7   |                         |                |                           |  |  |

# Basingstoke and Deane Borough Council Integrated Impact Assessment

## Annex 2

Date - 19th January 2006

### ACTIVITY - Policy and Partnerships

|    | What contribution does this activity make to:  | Contribution |   |   |    |   | Achievement  | Ambition   |
|----|--|--------------|---|---|----|---|--|--|
|    |  | H            | M | L | MO | U |  |  |
| 1  | Helping to reduce crime and disorder? <b>3</b>   |              |   | ✓ |    |   | Generally provide support through advice and information, ensuring better policies (e.g. community safety strategy), assisting specific sectors        | Enhance impact through - Use and provision of data, policy development through the overview process, support to policy and partnership development, key contact role, policy briefing process. |
| 2  | Minimising the fear of crime within local communities? <b>3</b>                                  |              |   | ✓ |    |   | Generally provide support through advice and information, ensuring better policies, assisting specific sectors   | Enhance impact through - Use and provision of data, policy development through the overview process, support to policy and partnership development, key contact role, policy briefing process. |
| 3  | Providing access to affordable leisure facilities? <b>2</b>                                      |              |   | ✓ |    |   | Assistance limited to corporate alignment work with Leisure Services, and help and advice on service planning  | Enhance impact through - leading work on discretionary pricing policies, revisiting smart cards..key contact dialogue  |
| 4  | Encouraging healthy lifestyles and reduce health inequalities? <b>2</b>                          |              |   | ✓ |    |   | Generally provide support through advice and information, ensuring better policies (e.g. older people strategy), assisting specific sectors (e.g. 55+) | Enhance impact through - Use and provision of data, policy development through the overview process, support to policy and partnership development, key contact role, policy briefing process. |
| 5  | Improving conditions and services that influence health and social care in the Borough? <b>2</b> |              |   | ✓ |    |   | Generally provide support through advice and information, ensuring better policies (e.g. older people strategy), assisting specific sectors (e.g. 55+) | Enhance impact through - Use and provision of data, policy development through the overview process, support to policy and partnership development, key contact role, policy briefing process. |
| 6  | Increasing access to lifelong learning opportunities? <b>4</b>                                   |              |   | ✓ |    |   | Silversurfers e-government project   |  |
| 7  | Developing education provision within the Borough? <b>4</b>                                      |              |   | ✓ |    |   | Support for neighbourhood renewal projects (specifically the Popley Project), LPSA2, work on catchment areas..data provision                           |  |
| 8  | Increasing the level of provision for quality early years activities? <b>4</b>                   |              |   | ✓ |    |   | Broadband, LSP, facilitation and support   | Enhance impact through - key contact role, policy briefing process, better engagement via overview process..learning partnership   |
| 9  | Supporting, retaining, and enhancing local based business? <b>4</b>                              |              |   | ✓ |    |   | Broadband, LSP, facilitation and support, work on sustainable business   | Enhance impact through - key contact role, policy briefing process, better engagement via overview process..learning partnership   |
| 10 | Creating the beneficial conditions for business that supports the local economy? <b>4</b>        |              |   | ✓ |    |   | Broadband, LSP, facilitation and support, work on sustainable business   | Enhance impact through - key contact role, policy briefing process, better engagement via overview process, learning partnership, climate change activity                                      |
| 11 | Achieving enhanced employment opportunities for all across the Borough? <b>4</b>                 |              |   | ✓ |    |   | Broadband, LSP, facilitation and support   | Enhance impact through - key contact role, policy briefing process, better engagement via overview process..learning partnership   |
| 12 | Encouraging new inward investment? <b>1</b>  |              |   | ✓ |    |   | External funding, income to support LSP  | Leading on Borough image project   |

|    |  |   |   |   |   |   |
|----|--|---|---|---|---|---|
| 13 | Raising profile and image of the area to secure economic, social and environmental benefits? <b>1</b>                                    |   | ✓ |   | Generally provide support through advice and information, facilitation work, representation on CX 'Profile Group', project to ensure effective partnerships, State of Borough report, LSP development | Enhance impact through - Use and provision of data, policy development through the overview process, support to policy and partnership development, key contact role, policy briefing process |
| 14 | Reducing the environmental impact of the Council's activities? <b>1</b>  | ✓ |   |   | Various sustainability initiatives, and awareness raising, Sustainability Champions Group, Procurement Board - whole life costing   | Climate change work   |
| 15 | Developing locally based sustainable transport schemes? <b>2</b>   |   | ✓ |   | Limited to data provision   | Enhance impact through input to the BDBC / LSP joint review of transport  |
| 16 | Encouraging and enabling waste minimisation, re-use, recycling and composting? <b>3</b>  |   | ✓ |   | Specialist input to the Waste Project Team and special events, internal waste minimisation initiatives  | Climate change work   |
| 17 | Conserving the use of natural resources, energy and materials and promoting the use of renewable energy? <b>1</b>                        |   | ✓ |   | Various sustainability initiatives, and awareness raising, Sustainability Champions Group, Procurement Board - whole life costing   | Climate change work   |
| 18 | Supporting the preservation and enhancement of all aspects of the built environment and local distinctiveness? <b>3</b>                  |   |   | ✓ | Popley project  |   |
| 19 | Protecting and enhancing a diverse natural environment? <b>3</b>   |   |   | ✓ | Natural Environment Forum   | Enhance impact through key contact role   |
| 20 | Responding to the needs of the elderly? <b>2</b>   | ✓ |   |   | Older Persons Strategy, 55+, Older Persons Forum, Oakridge Project, data monitoring   |   |
| 21 | Improving services and support for young people? <b>2</b>  |   | ✓ |   | Input to Young People Strategy, Children and Young Persons Plan, Policy Briefing - Children's Act, data monitoring, LSP pilot   | Involvement in corporate advocacy programme   |
| 22 | Improving access to quality, affordable, sustainable housing? <b>2</b>   |   |   | ✓ | Generally provide support through advice and information, data provision - housing needs survey, popley project, neighbourhood renewal schemes, indices of deprivation, State of the Borough          | Enhance impact through - better use of the overview process to give better policy development by Members, key contact role  |
| 23 | Developing citizenship activities, community involvement and improved information services? <b>4</b>                                     |   | ✓ |   | Sustainability input to modules, Over 55 signposting, Silversurfers   |   |
| 24 | Promoting the value of diversity and ensuring equality of opportunity? <b>1</b>  | ✓ |   |   | Work on Equality Policy and impact assessment   | Help business units to take ownership and mainstream  |
| 25 | Responding to the needs of rural communities? <b>2 3</b>   |   |   | ✓ | Statement of Community Involvement, data provision  | Help embed rural issues into policy development, and community planning   |
| 26 | Undertaking partnership activities with LSP partners to improve the planning and delivery of activities across the Borough? <b>2 3 4</b> | ✓ |   |   | LSP support, community strategy review, quality of life indicators, partnership audit and evaluation work, local area agreements, LPSA2, external funding   |   |
| 27 | Developing e-government /ICT infrastructure for customers, partners and service providers? <b>1</b>                                      |   |   | ✓ | Largely achieved through Irene's previous role  | Moving from implementing technology to achieve efficiencies   |
| 28 | Achieve the optimum use of all our resources by achieving greater integration across Council policy and practice? <b>1</b>               | ✓ |   |   | Overview process, service planning, policy briefing process, impact assessment, corporate toolkit, performance management   | Enhance impact through - key contact role, partnership evaluation, corporate alignment, equality impact assessment  |
| 29 | Adopting a longer term view of impacts and risks? <b>1</b>   | ✓ |   |   | Community Strategy review, Council Plan, State of the Borough, policy briefing process, report format, performance management, impact assessment work   | Enhance impact through - key contact role   |

Policy and Partnerships 19 Jan 06

## Basingstoke & Deane BC

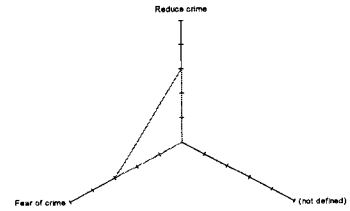
in partnership with



Forum for the Future

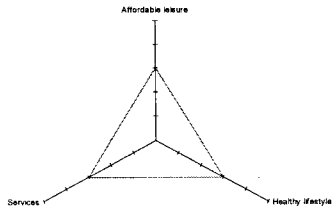
Forum for the future

## Community Strategy - Safer Communities



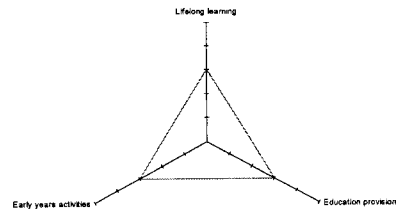
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## Community Strategy - Healthy Communities



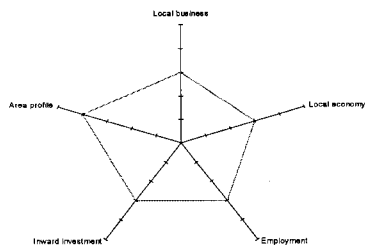
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## Community Strategy - Learning & Creativity



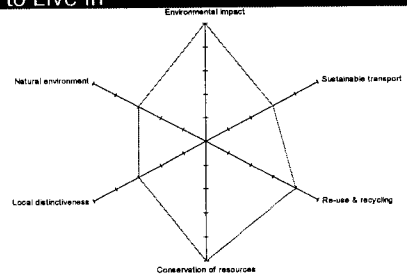
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## Community Strategy - A Prosperous Borough

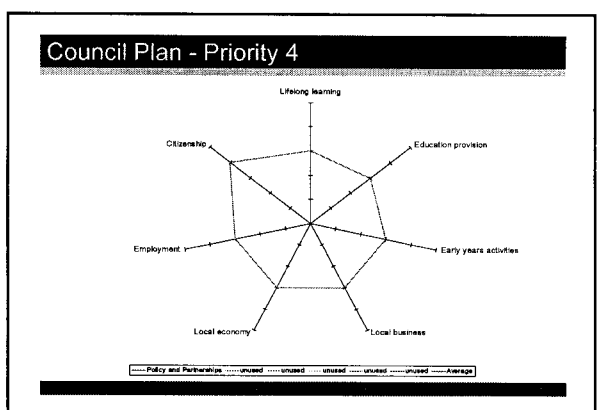
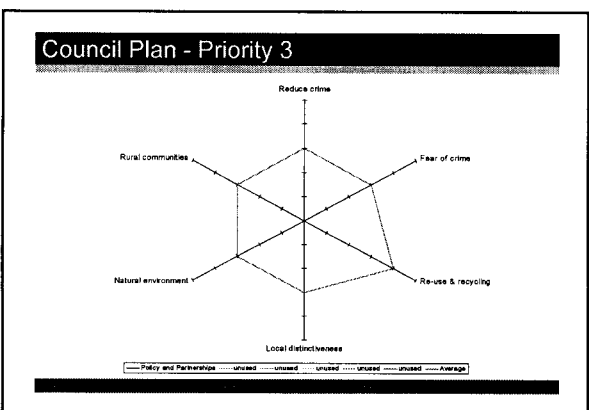
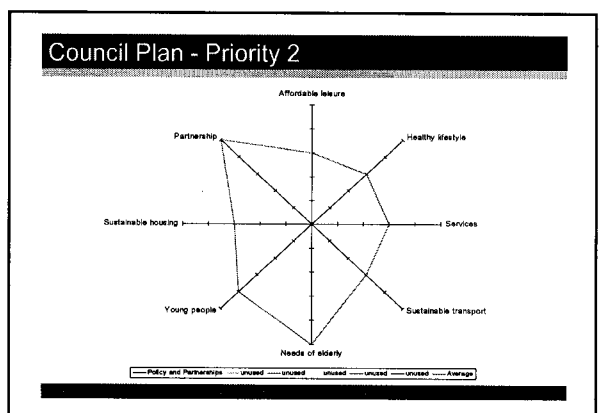
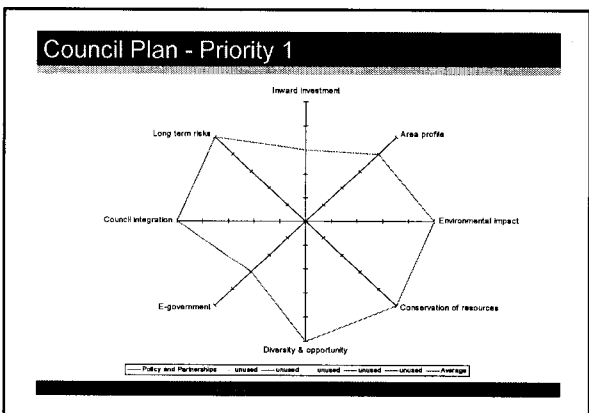
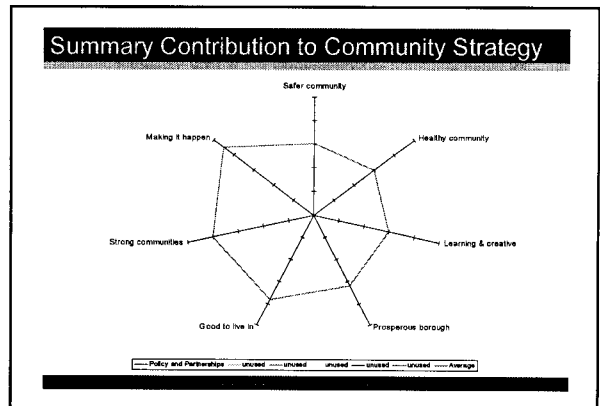
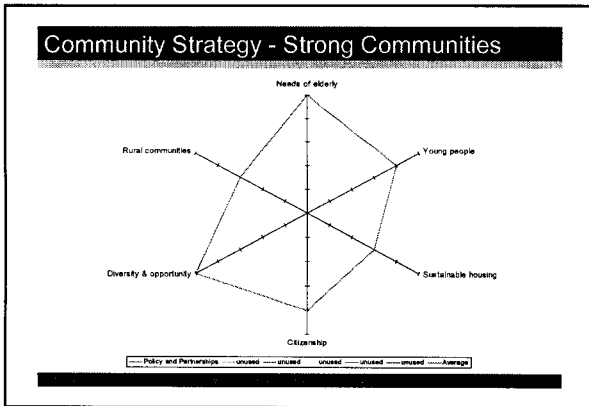


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## Community Strategy - An Environment That's Good to Live In



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## Summary Contribution to Council Priorities

