

Report to: Community Protection Panel
Regeneration Panel
Environment Panel

Date: 17th September 2007
19th September 2007
26th September 2007

Subject: Environmental Services Quarter One Service Plan
Monitoring Report 2007/2008

Report of: Director of Environmental Services

Contact officer: Liz McKay Telephone: 01942 486650

Purpose/summary: To advise members of the Environmental Services Department's interim service plan quarterly monitoring data.

Alternative options considered and reason for selecting the one recommended: The service plan is produced in line with corporate templates.

Recommendation/decision: Members to note the content of the report

Key Decision: This report does not involve a key decision.

Risks/Implications:

Financial:	N/A
Staffing:	N/A
Policy:	Wigan Council Corporate Plan
Equal Opportunities - has a Diversity Impact Assessment been conducted?	Yes
Wards affected:	All

Property – Does the proposal involve a reduction, addition or change to the Council’s asset base or its occupation?

No

Does this proposal have significant implications for the Council and the local population?

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

Does this proposal involve a new policy or procedure or significant changes to an existing policy or procedure?

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

Has the Director of Legal and Property Services confirmed that the recommendations within this report are lawful and comply with the Council’s Constitution? **N/A**

Has the Director of Finance and IT confirmed that any expenditure referred to within this report is consistent with the Council's budget? **N/A**

Are any of the recommendations within this report contrary to the Policy Framework of the Council? **No**

* delete which applicable

For Cabinet reports only:

Categorisation of the report:	x		
Discussion leading to a decision		Discussion	
Monitoring		Decision	
Sharing for corporate understanding		Information	

Tracking/Process:

	Consultation	Ward Members	Partners
Panel	Overview & Scrutiny	Cabinet	Council
Community Protection Panel 17/09/07 Regeneration 19/09/07 Environment 26/09/07			

There are no Background Papers to this Report within the meaning of Section 100D of the Local Government Act 1972.

Proper Officer Martin Kimber
Date 11th August 2007

1.0 Background

- 1.1 Following the creation of the Environmental Services Department in April 2007 an Interim Service Plan was produced for 2007/2008. Work is now underway to monitor the Key Performance Indicators and tasks set for the department and utilise Performance Plus, the corporate Performance Management Software. Performance will be reported on a quarterly basis.

2.0 Proposals

- 2.1 Attached to this report is the quarterly monitoring report for the period 1st April 2007 to 30th June 2007. This is an interim plan and is an amalgamation of previous plans for Planning and Regeneration, Community Protection and Engineering Services and has been produced in line with corporate templates and meets our statutory requirements.
- 2.2 The corporate templates are in keeping with CPA and Best Value procedures.
- 2.3 The Service Plan is also available online at:
<http://www.wigan.gov.uk/Services/CouncilDemocracy/CouncilStructure/EnvironmentalServices/>

3.0 Conclusions

- 3.1 This is the first service plan of the newly formed Environmental Services Department. It will be a transitional year for us as we seek to fundamentally adjust the way we work to better join up our services, and focus firmly on improving the quality of life for the borough's residents. Work has begun on a 3 year service plan that will align our performance framework with other planning processes such as budget and workforce planning. This will allow us to continue to perform well against our objectives and focus on continuous improvement for the benefit of all our stakeholders. Our focus for improvement will be directed at two levels:
- Initiatives that make sure the whole service improves.
 - Targeted improvement of key processes used within the service to increase efficiency, effectiveness, economy and quality. An example would include processes for organising and tasking the way we use resources within neighbourhoods.

Further analysis and information will be available quarterly.

Diversity Impact Assessment form

Section: Environmental Services Department

Policy/Service Area: Environmental Services Department

Person completing form: Liz McKay

Date: 31st
September 2007

Do any of the below groups suffer specific disadvantage (please indicate)

	Yes	No		Yes	No
Race		X	Disability		X
Ethnicity		X	Gender		X
Age		X	Religion		X
Class		x	Sexual Orientation		X

Is there evidence of disadvantage or associated problems?

The report monitors performance against targets to ensure that service delivery is of the appropriate standard and provides value for money for all the people of the borough.

How was the information collected and/or who have you consulted with?

This information is collected in line with BVPI guidelines prepared by the Audit Commission available at:
<http://www.audit-commission.gov.uk/performance/guidance.asp>

Action Plan – What specific actions are planned to tackle any disadvantage identified?

Resources will be aligned accordingly to meet areas in which targets are not being met to the standard required.

Is the policy in line with current equality legislation and relevant codes of practice?

This report is line with all corporate templates which are in line with all Council policy and codes of practice.

Timescale	Quarterly Monitoring Reports
Responsibility	Paul McKeivitt
Comments	

Are the actions specified included in any other documents/plans?

Departmental Service Plan	Yes
Section/Team Plan	Yes
Other (specify)	

Date for further review	30 th September 2007
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Environmental Services Department

Appendix 1

Quarter 1 2007/08 Departmental Plan Performance Report

This report shows our performance against the performance indicators and tasks in our departmental plan. Quarterly performance is cumulative throughout the year (unless it has been specifically stated that performance is for one period in time only). So this report shows performance up to the end of quarter 1 (1 April – 30th June). Reporting cumulatively in this way allows us to report year end performance to you at the end of the final quarter.

We have identified our departmental objectives and how they contribute to the council's vision through our planning process. The performance indicators that we have identified allow us to measure our level of success in achieving these objectives.

The key tasks in this report are the important actions that will help us to achieve our departmental and corporate objectives or are the actions we need to take to help us manage the risks which may affect or enhance our success.

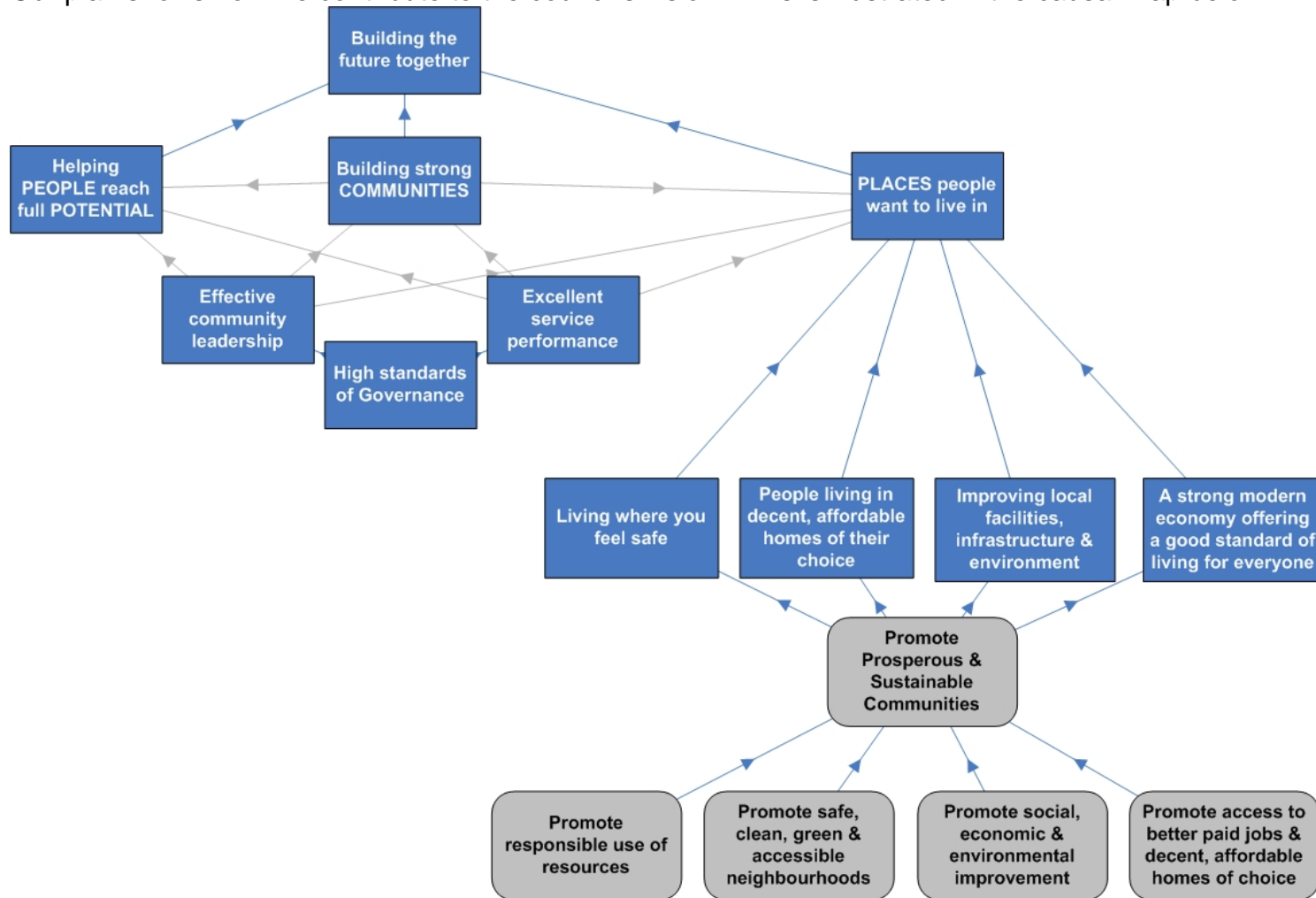
Within this report we have separated the equality and diversity related tasks. Whilst our planning process ensures that equality and diversity is 'mainstreamed' we want to raise the profile of equality and diversity across all of our services. So progress against these tasks is reported in a separate table in the report.

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Our Golden Thread

Our plan shows how we contribute to the council's vision. This is illustrated in the causal map below.



Summary of Performance with Commentary

Table 1 is a summary of our performance against our departmental PIs. It shows the proportion of our PIs that were better than target, on target or worse than target.

Table 1: Summary of Performance at quarter 1

Total Number of PIs	Number of PIs monitored this quarter	% better than target	% on target	% worse than target	No Info
		★	●	▲	-
119	54	7.4%	25.9%	35.2%	31.5%

Table 2 gives a summary of our progress against our key tasks. These include the actions we need to take to help us manage the risks which may affect our success. They also include the equality and diversity related tasks.

Table 2: Summary of progress against tasks (including equality and diversity related tasks) at quarter 1

Number of tasks	% ahead of schedule	% on schedule	% behind schedule
	★	●	▲
17	11.8%	58.8%	29.4%

The Council uses a system called Performance Plus (P+) to monitor its performance. The Environmental Services Department is now starting to use P+ more fully to fall in line with new corporate standards for service planning and performance management. The interim measures set in place in P+ for the department have provided us with some technical difficulties as well as questions about how to maintain our data and run relevant reports. At the moment we are still learning lessons about how best to exploit the system and are working towards aligning our service planning methods with the way system works in order to use it more strategically. Work is underway to rectify these problems and improve our performance management in line with the new Local Government Performance Framework that has been set out both in the white paper 'Strong and Prosperous Communities' and the implementation of the new Comprehensive Area Assessments which will replace Comprehensive Performance Assessments from 2009. We will also learn lessons from the departments that have merged to become Environmental Services.

The 2007/2008 Interim Service Plan is the first service plan of the newly formed Environmental Services Department. It will be a transitional year for us as we seek to fundamentally adjust the way we work to join up our services better, and focus firmly on improving the quality of life for the borough's residents. Work has begun on a 3 year service plan that will align our performance framework with other planning processes such as budget and workforce planning. This will allow us to continue to perform well against our objectives and focus on continuous improvement for the benefit of all our stakeholders. Our focus for improvement will be directed at two levels:

- Initiatives that make sure the whole service improves.

- Targeted improvement of key processes used within the service to increase efficiency, effectiveness, economy and quality. An example would include processes for organising and tasking the way we use resources within neighbourhoods.

Due to the processes behind some of the indicators and the availability of data from other service providers a number of Best Value Performance indicators will be reported a quarter in arrears.

NB: Those indicators highlighted in red had been included in the interim service plan that was reported to panels. Since this date they have been withdrawn in line with Audit Commission Guidance and will not feature in future versions of the plan.

Key Performance Indicators

This section of the report sets out the key performance measures we use to monitor and manage our performance. These have been developed through our planning process. It shows how we have performed this period against our target, shows past performance this year if applicable and shows our target for the next period.

Table 3: Shows how we have performed for all the PIs in our departmental plan. The table uses the following symbols to help interpret performance:




-  Our performance is better than target range
-  Our performance is within target range
-  Our performance is worse than target range

Table 3: Performance against our key PIs at quarter 1

Promote Responsible Use of Resources







Performance Indicator	Quarter 1 2007/2008			Var Target
	Wigan Actual	Target	Comments	
BV 82a&b (combined) household waste recycled/composted (%)	No data available	20.76 %	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	-
BV 82ai.05 Household waste recycled (%)	No data available	12.75 %	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	-








BV 82aii.05 Household waste recycled (tonnes)	No data available	21074.96	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	-
BV 82bi.05 Household waste composted (%)	No data available	8.01%	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	-
BV 82bii.05 Household waste composted (tonnes)	No data available	13233.99	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	-
BV 82ci.05 Household waste energy recovered (%)	No data available	0%	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	-
BV 82cii.05 Household waste energy recovered (tonnes)	No data available	0	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	-
BV 82di.05 Household waste to landfill (%)	No data available	79.24%	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	-
BV 82dii.05 Household waste to landfill (tonnes)	No data available	130985.06	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is	-

			usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	
BV 84a.05 Household waste collection (kilograms per head)	No data available	541.24	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	-
BV 84b.05 Household waste collection (% change in kilograms per head)	No data available	1.80%	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	-
PR3: Improve Customer focus by achieving quality mark accreditation e.g. IIP and ISO 9000	0	1	ISO 9000 Accreditation delayed due to sickness of assessor.	-











Promote Safe, Clean, Green and Accessible Neighbourhoods.








	Quarter 1 2007/2008			
Performance Indicator	Wigan Actual	Target	Comments	Var Target
BV 84a.05 Household waste collection (kilograms per head)	No data available	541.24	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	-
BV 84b.05 Household waste collection (% change in kilograms per head)	No data available	1.80%	This indicator is reliant on data from outside bodies and the Environmental Services finance section. There is usually a delay of up to three months before we obtain all the data to compile the performance indicator for the quarter.	
BV 109a % of major planning applications within 13 weeks	92.30%	80%	High performance achieved this quarter but performance is variable due to small number of major applications. Measures being introduced to increase performance management.	★
BV 109b % of minor planning applications within 8 weeks	88.40%	93%	Slightly below target, possibly due to resources being used to achieve high performance on BV109a. Complex procedures relating to UDP policies which require developer's contributions for small residential schemes. Measure's being introduced to increase performance management.	●
BV 109c % of other planning applications within 8 weeks	96.6%	98%	Slightly below target possibly due to resources being used to achieve high performance on BV109a.	●
BV 126a: Number of Domestic Burglaries	3.29	2.46	Currently on target following high volume in April and May, although crime type recovered slightly within June. Currently a priority crime for Community Safety Tactical Business Group.	●

BV 127a.05 Violent crime per 1000 population (D4)	2.8	4.13	Year to date increases of around less serious wounding and common assault. Problem profile to be completed around this issue.	
BV 127b.05 Robberies per 1000 population (D5)	0.18	0.11	Slight increase on figures this year, although recovery shown in June of Q1. Tactical Group will continue to monitor over Q2.	
BV 128a Vehicle crimes per 1000 population (D6)	3.2	2.82	Again slightly off target and higher year to date totals (07/08=982 compared to 06/07=913). Atherton in particular was badly hit by a spate of vehicle thefts, now showing signs of recovery. Theft from vehicle has seen a reduction, increases are due to slight increase ytd in theft of vehicles.	
BV 174 Racial incidents per 100000 population (D7)	13.36	12.23	Majority of reports from school setting (n=38), low level and dealt with by educational establishment.	
BV 175 Racial incidents - further action (D8)	100%	100%	All incidents investigated further.	
BV 178 Public rights of way easy to use (%)	-	71	No data available at time of print	-
BV 198 No of drug misusers in treatment (E1)	-	-	The Audit Commission have chosen to remove this Indicator from 2007/2008	
BV 204 % of appeals allowed against the authority's decision to refuse planning applications	12.50%	35%	This demonstrates the council is making robust planning decisions which are able to resist challenge through the appeal process in most cases.	
BV 215a.05 Rectify street lights - Non DNO (days)	3.02	3.50		
BV 215b.05 Rectify street lights - DNO (days)	45.01	36		
BV 225.05 Actions against domestic violence (D9)	54.5%	100%	DV Executive Group is currently prioritising the 5 remaining measures to be actioned under this indicator.	

D12: % of businesses surveyed selling age restricted goods to under age people	17%	10%	A significant increase in sales this quarter resulting from a modified, targeted approach. Follow up action will deal with all the offences identified.	
D3: Domestic burglaries per 1000 households	3.29	11.58	Currently off target following high volume in April and May, although crime type recovered slightly within June. Currently a priority crime for Community Safety Partnership Tactical Business Group.	
PR5: % of applications validated within 3 working days.	77%	84%		
PR6: % of initial notices processed within 5 working days.	100%	100%		
PR7: % of applications checked within 5 weeks of deposit.	24%	55%		
PR8: % of decision notices issued within 2 months.	38%	75%		
VPV3 01: No crimes committed as identified in BCS 10 survey (D1)	4442	16538	Currently off target, April and early May saw increases in burglary, theft of vehicle, wounding and common assault (slight recovery in late May through to June.)	
VPV3 04 % of people successfully completing the drug treatment programme (E2)	29.90%	28%	Well on the way to achieving target in 2007/08.	

Promote Social, Economic and Environmental Improvement

	Quarter 1 2007/2008			
Performance Indicator	Wigan Actual	Target	Comments	Var Target
H1: No of stray dogs seized	127	300		
H2: No of dog fouling notices issued	8	40		
I1: % of bait laying programme completed	0%	100%	Programmed for autumn & winter months	
I2: No of public health pest complaints	1391	4800	Numbers of pest complaints are highest in the summer months.	
I3: % of customers satisfied with pest control service	92%	90%	Results from departmental customer satisfaction surveys.	
J1: Fixed penalty notices issued	103	425		
J2: No of fly tipping investigations	63	400		
L2: % of highest risk food inspections completed on time (A and B risk)	10%	100%	Inspections are unevenly due across the year.	
M1: Trading standards legal compliance for high/medium/low risk premises	94%	88% overall	Numbers behind this figure insufficient to confidently extract a trend.	-
N1: % of taxis failing their six monthly roadworthiness test	28.4%	25%	A disappointing figure – particularly as it follows on from a successful previous quarter figure of 16.5%	
N2: Number of licensed premises subject to a review	0	50		

N3: % of those premises reviewed resulting in licensing condition changes	0%	50%		
VPV3 43 Visits to high risk premises (M5)	17%	100%	Inspections are unevenly due across the year.	
VPV3 45 Number of new businesses opening in the Borough	10	55	Figure based on direct evidence from projects council is involved in managing, total figure likely to be greater but issue in providing evidence	
VPV3 46 Amount of external funding secured for the borough (£M)	£517,500	£9m		
VPV3 47: Amount of private sector investment secured	£1m	£19m	Additional investment taken place but still to be accurately valued and reported	
VPV3 48 % of Regeneration programmes spent to profile	72.7%	90%	Programmes slightly behind target partly due to the substantial funds un-committed in the Priority 2 and 3 W4 European Action plans. Performance should be addressed next quarter when the action plans are re-profiled.	
VPV3 49 Amount of square feet commercial property leased or sold.	84,375	135000	This figure is well behind target but may be a reflection of interest rate rises. The lack of suitable property to meet requirements is another factor.	

Promote Access to Better Paid Jobs and Affordable Homes of Choice

	Quarter 1 2007/2008			
Performance Indicator	Wigan Actual	Target	Comments	Var Target
A4: % of performance indicators met by Wigan and Leigh Housing (WALH)	No data available	tbc	Results for this indicator are not generally available until 6 weeks after quarter end. End of year result for 2006/2007 was 88%	-
BV 64.02 No of long term empty homes brought back into use or demolished. (B1)	No data available	48	This indicator is reliant on data from WALH. There is usually a delay before we obtain all the data to compile the performance indicator for the quarter. We will report in performance in arrears.	-
VPV3 10 No of homeless people in priority need	201	225		★
VPV3 17: No unfit private sector homes made fit or demolished (A2)	-	184	No data available at time of going to print.	-

Trends in Performance

A programme of monitoring is now in place to ensure that during this interim period we continue to meet our statutory targets and the targets that feature in the Community and Corporate Plans. Due to the processes behind some of the indicators and the availability of data from other service providers a number of Best Value Performance indicators will be reported a quarter in arrears.

Work is underway on our 3 year plan. A number of exercises have taken place to assess the key challenges facing our service over the next few years. This information is currently being collated and will be used as the basis of a number of key tasks for the department that will in turn be monitored using a range of locally set performance indicators. Alongside this we will also be assessing the information we currently collect, why we collect it and how can we improve it. Once we have refined the range of indicators we use to monitor our service we will then look at how we can use it to better advantage to allow us to be more proactive throughout the year. Throughout this process we will aim to involve all stakeholders when relevant and appropriate.

The formation of the Environmental Services Department has provided us with an opportune time to review the way we monitor our services and highlight any areas of best practice across the 3 three previous departments as we begin to work towards a more robust Service Plan and Performance Management Framework for 2008/2009 and beyond.





As part of this process we will be looking at our performance indicators and what we are measuring and ways in which we can make the monitoring of them more meaningful. In the meantime if you require any further clarification of the best value indicators a guidance document can be found at:

<http://www.audit-commission.gov.uk/performance/guidance.asp>








Progress against Departmental Tasks



Table 4 summarises our progress against the key tasks in our departmental plan. We identified these tasks through our planning process as being important actions to help us achieve our departmental and corporate objectives or to help us manage the risks which may affect our success.

Table 4: Progress against our key tasks at quarter 1

Task	Quarter 1	
	Progress	Comments
Achieve Equality Standard for Local Government Level 3		Work is underway towards Level 3 of ESLG. A working group has been set up in preparation for the mock validation and an action plan is in place to move this forward.
Achieve Planning Delivery Grant		<p>We are monitoring this task closely as performance is below the level we would normally expect at this stage.</p> <p>BV109a is achieving high levels of performance but this is variable due to small numbers of major applications.</p> <p>BV109b and c are slightly below target, possibly due to resources being used to achieve high performance on BV109a. Complex procedures relating to UDP policies which require developer's contributions for small residential schemes are also delaying the process.</p> <p>Measure's being introduced to increase performance management.</p>
Continuing development of key economic projects		We are continuing to develop and deliver key economic projects across the Borough, working in partnership with a number of agencies and the private sector.
Contribute to the development of the Joint Service Centre		The department has been working closely with the 3 potential bidders for the Joint Service Centre Scheme providing design and planning advice throughout the Competitive Dialogue process. This involvement in an advisory capacity will continue through the selection process until the appointment of the preferred bidder in January 2008. Following on from this, the department will need to process the formal Planning and Listed Building applications for the development, before referring the application to the Secretary of State for determination.

<p>Create a sustainability team to further the work on the sustainability strategy</p>	<p>★</p>	<p>The Environmental Services Department is currently in the process of establishing a new sustainability team. The team structure is close to being finalised, and a team leader post has recently been advertised. Working in partnership, the team will have a number of functions relating to sustainability, including:</p> <ul style="list-style-type: none"> • Driving progress on sustainability by developing LSPs Framework for action on sustainability and preparing other relevant plan and policies. • Offering advice and policy support on sustainability issues. • Providing and / or arranging specialist training on sustainability issues. • Overseeing / implementing environmental management of the council's buildings, activities and services. • Appraising plans, policies and proposals to ensure they are as sustainable as possible. • Gathering and providing advice, awareness raising and campaigns.
<p>Deliver action plan for Corporate Waste Strategy</p>	<p>●</p>	<p>Steady progress has been made on delivering the waste strategy with the commencement of the delivery of a further 16,000 green bins in the borough. In addition, external funding from the Waste and Resources Action Programme has allowed a comprehensive communications campaign to continue with leaflets, skip liveries and road shows being delivered. Home compost bins have continued to be available at a small cost to the public and preparatory work has begun for an automatic number plate recognition system and CCTV system at the five household waste recycling centres to improve security and site safety and prevent unauthorised tipping of waste.</p>
<p>Develop and obtain cabinet approval of Transport Policy</p>	<p>●</p>	<p>A draft policy has been prepared and was presented to the Chief Officer's Senior Management Team on 17th July 2007. A presentation is to be made at the Executive Briefing on 6th September 2007 prior to Cabinet approval at the next appropriate meeting.</p>
<p>Develop internal and external Information and communication across the department</p>	<p>●</p>	<p>We have now merged the Information Management and Communications team from the three former departments. This team along with the Customer Care Team are reviewing communications and standardising internal and external communications. The work on the Environmental Services Contact Centre will see us taking calls for services within the three former Departments by September.</p>







Develop the level of information we hold on who are customers including: who they are, how we consult with them, how we use this information for service improvement and how we communicate this information back to customers.		This area is being considered as part of the 3 year service planning process and also as part of the Equality and Diversity Agenda as we work towards achieving level 3.
Develop workforce planning - pilot new ways of working		Part of the remit of the new Performance and Resource Management Team.
Employee Survey Action Plan		Ongoing. Further analysis being undertaken corporately as part of the Times Best Council to Work for Survey.
Environmental Services Call Centre		Over the last 12 months we have been developing the Street Care Helpline so that it can take all the high volume calls for the Environmental Services Department. We now take calls on anti-social behaviour, the animal warden service and planning applications / enquiries. We are planning to take pest control calls in September and then launch the Environmental Services Helpline. The director and his management team will be taking part in the launch, which may include answering a few calls. A new staffing structure has been put in place, which merges the call handling, mail room and reception functions and all the staff have been given new job descriptions.
Implement the outcomes of Job Evaluation		Delayed corporately until 2008.
Introduce and adopt a Project Management Framework		Ongoing. A timetable is in place for relevant staff to attend Prince 2 training. We are looking into setting up a virtual team to pool existing resources from within the department. Further work needed.
Production of 3 year service plan in line with new corporate guidelines		Work is underway to assess the key challenges that will face the department over the coming years. This will form a basis for our thinking and resource deployment. We will then set indicators accordingly.

Seek and obtain ISO 9000 accreditation for Building Control Service		Work delayed due to the external assessor having been off sick.
Structure and resource the Performance and Resources Management Division		Ongoing.

Progress against Equality and Diversity Tasks

Table 5 shows the progress we have made against the equality & diversity related tasks in our plan.

Table 5: Progress against our Equality & Diversity tasks at quarter 1

Tasks	Quarter 1 2007/2008	
	Progress	Comments
Deliver actions from the Equality Scheme Action Plan	-	No progress
Attain Level 3 of the Equality Standard for Local Government		
Ensure that all requirements for Level 3 validation are met		Work is underway towards Level 3 of ESLG. A working group has been set up in preparation for the mock validation and an action plan is in place to move this forward.
Set equality objectives and targets		Work is underway towards Level 3 of ESLG. A working group has been set up in preparation for the mock validation and an action plan is in place to move this forward.
Develop performance indicators to measure our performance on these targets		Work is underway towards Level 3 of ESLG. A working group has been set up in preparation for the mock validation and an action plan is in place to move this forward.
Equality & Diversity Assessments		
Review SNAs annually for all sections		SNAs are in the process of being renewed and aligned under the new divisions.
Undertake management training relating to Diversity Impact Assessments		Programme of training in place.
Ensure all Diversity Impact Assessments are submitted to the Diversity Team for review and agreement		Programme of training in place, process to be rolled out across the department.

Extend scope of consultation and involvement in service provision to all groups		
Ensure Community Engagement Database represents minority groups within the Borough.	▲	On hold at a departmental level.
DC/BC Users Forum identifies and addresses any diversity issues. Ensure these issues are followed up.	▲	No progress.

Martin Kimber
 Director of Environmental Services