



Sheet	Pay Rate	Pay
Sheet4	8.25	210.00
Sheet5	8.00	214.50
Sheet6	8.50	232.00
Sheet7	9.25	297.50
Sheet8	10.25	370.00
Sheet9		410.00
Sheet10		

“We will work to ensure value for money from all of our activities”

Maximising capacity & impact

OUR AIM: A Council which makes the most of its people and resources to improve quality of life for all in Test Valley.

THE SITUATION NOW:

This priority builds on the Modernising theme in our previous Corporate Plan and the priorities set out in our improvement plan. In a climate of increasing customer expectations and increasing pressures on resources, we will continue to transform the way the organisation operates in order to deliver more efficiently and effectively the Council's priorities for Test Valley.

‘Maximising Capacity’ means making the best use of our people and resources. We must continue to make the most of technological opportunities, and improve our business processes. We have recognised that we need to improve the way we manage our assets to make the best use of resources and maximise our income. We will work to ensure value for money from all of our activities.

‘Maximising Impact’ is about all of our staff and Council services working together as one team with collective goals and a shared responsibility. It captures our desire to work smarter, with increased customer focus and understanding of community needs.

THE OUTCOMES WE WANT TO ACHIEVE:

- **Improved use of resources** to maximise efficiency and effectiveness, through more effective procurement, asset management, process improvement, and project management.
- **Improved management** and use of the Council's information assets and extended use of technology to improve services.
- **Enhanced customer experience** and access to services.
- **Increased community engagement** and understanding of customer and community needs.
- **Improved opportunities** for organisational learning, and increased learning and skills development for staff and members.
- **Improved understanding** and awareness of diversity, and promotion of equality, across all council services.

KEY ACTIONS PLANNED FOR 2007/08:

1. **Develop a Customer Access Strategy** and Customer Experience framework.
2. **Develop a Customer 'Datahub'**, to provide a shared information resource for all Council Services by March 2008.
3. **Consult on and publish** an Equalities Scheme for Test Valley and implement the Council's Equalities Action Plan.
4. **Establish a Corporate Asset Management Group** and update the Council's Asset Management Strategy.
5. **Implement a revised** repairs and maintenance programme for corporate and investment properties.
6. **Work to embed** the Council's Corporate Risk Management processes, including testing of business continuity plans.
7. **Pilot a project management methodology** for two corporate projects in 2007.
8. **Explore options** in relation to shared services.
9. **Quantify savings** from streamlined business processes. Develop an approach to impact assessment / value for money reviews.
10. **Implement the Council's** Corporate Procurement Strategy to improve procurement practices across all services, including the use of the Hampshire Marketplace e-procurement tool.
11. **Revise and revitalise** the employee performance appraisal system, including the development of management competencies, for roll out from March 2008.
12. **Roll out a re-focused** Corporate Induction Programme for all new staff.
13. **Develop a management** competency framework and revised management development programme.
14. **Establish a forum** for middle managers to develop their management and leadership role, and enable networking, knowledge sharing and learning opportunities.
15. **Ensure the Council** gains re-accreditation of the Investors in People (IIP) standard.
16. **Establish a Member development** and induction programme for 2007/8.

MEDIUM TERM PLANS:

- **Roll out a project management approach** for all projects across the Council.
- **Introduce workforce planning** to ensure suitably trained and experienced staff are available to meet future challenges.
- **Develop and implement** an essential skills training and development programme to enable all staff to reach required standards, e.g. IT skills, customer service skills, literacy and numeracy.

MEASURING SUCCESS:

- **Meet or exceed** efficiency targets.
- **Increased** usage of the website and online applications (electronic forms).
- **Equality Standard** for Local Government.
- **Re-accreditation** of the Investors in People IiP Standard.
- **Reduced** sickness levels.
- **Improved** Use of Resources scores.
- **Improved** performance against property Key Performance Indicators (KPIs).