

Our key commitments for 2009-11	What are the key actions we will take to achieve these commitments?	Completion date	Cabinet lead	Strategic lead	
Deal positively with all complaints alleging discriminatory treatment	All complaints of a discriminatory nature to result in further action	Throughout 2009-11	Corporate Customer Services & HR	Deputy Chief Executive	<p style="text-align: right;">September</p> All complaints/request for support/ advice, result in further action. To date (Oct 09) we have dealt with 41 incidents of which 18 were internal (Council related).
Rationalisation of Council and PCT estates	Implement Accommodation Strategy	Mar-11	Resources	Director of Resources	
Ensure the Council is fully prepared to meet the challenges in the Local Government & Public Involvement in Health Act 2007	Improved PACT and other consultation mechanisms in place	Mar-09	Corporate Customer Services & HR	Deputy Chief Executive	
	Implement changes identified by review of constitution	Mar-11			
Reach the 'excellence' rating of the equality standard for local government	Continue to roll out EIA process		Corporate Customer Services & HR	Deputy Chief Executive	<p>The Equality Standard for local government has been superseded by the Equality Frame Work and we have been assessed as "Achieving" in February 2009. We now have 2 years to progress to the next level which is "Excellent" by 2011.</p> <p>It has been agreed by Cabinet, JMT and the PCT board (OCT 2009) to pursue joint equality policies. A new Single Equality Policy will be in place by April 2010.</p> <p>The new DES will be published by the end of November 2009, this is a joint scheme across Council, NHS Herefordshire and Hereford Hospitals Trust.</p> <p>Work to review this scheme will start in January 2010.</p> <p>Most of the Council directorates are continuing with a programme of Impact needs assessments which has become embedded within the service planning process, however, there is concern that within PCT service areas there is little or no evidence of Impact assessments taking place and there is no organised/managed or monitored programme of assessments in place.</p>
	Ensure up-to-date equality schemes in place:				
	- Disability scheme	Oct-09			
	- Gender scheme	Apr-10			
Complete roll-out of impact assessment plans across all directorates	Mar-11				
Continue to achieve improvements in data quality	Continue to implement data quality action plan – score 3 or equivalent in 2009-10	Mar-10	Corporate Customer Services & HR	Deputy Chief Executive	Improved progress in September which is being reported to JMT and Cabinet with more tasks being completed. Still behind schedule overall.

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September					
Improve the effectiveness of services	Shared Services Review	Aug-09	Corporate Customer Services & HR	Deputy Chief Executive	The business case was completed August 2009 and the recommendations approved by JMT and HHT Board. These recommendation included a soft market sounding exercise that is due to be completed October 2009 and a procurement quick wins review. The outcome of the Soft Market Test will be taken to Cabinet, PCT and HHT Board during November and December 2009 and will include recommended options for approval. A supporting communications plan includes member / non-executive director briefings, staff briefings and Trade Union briefings.
Improve customer service	Customer Services Strategy	To be confirmed	Corporate Customer Services & HR	Deputy Chief Executive	The Customer Service Strategy was signed off by JMT in October 2009. The strategy covers the period 2009-2011. Progress against the action plan is currently on schedule. For example, the first major milestone is the creation of a Corporate Customer Insight Unit. This has a deadline of January 2010 - and is expected to be completed on schedule. The target date for this indicator needs to be changed in subsequent reports to reflect the period that the strategy covers.