

Our key commitments for 2009-11	What are the key actions we will take to achieve these commitments?	Completion date	Strategic lead	Latest Commentary	Date provided	
Deal positively with all complaints alleging discriminatory treatment	All complaints of a discriminatory nature to result in further action	Throughout 2009-11	Deputy Chief Executive	All complaints/request for support/ advice, result in further action. To date 100% of such complaints have been dealt with appropriately.	March	
Rationalisation of Council and PCT estates	Implement Accommodation Strategy	Mar-11	Director of Resources	Joint Accommodation Strategy agreed in December 2009.	February	
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	Deputy Chief Executive	A community engagement strategy has been developed. This is currently being further refined. It is anticipated that following the task and finish exercise scheduled for 31st March, the strategy will be completed before the end of May 2010.	February	
	Implement changes identified by review of constitution	Mar-11		The revised constitution was adopted on January 4th 2010. A round of briefing sessions was held in February 2010 for senior managers. Further work is required to improve and develop if further; this will be led by the Constitution Review Group.	February	
Reach the 'excellence' rating of the equality standard for local government	Continue to roll out EIA process		Deputy Chief Executive	The Equality Standard for local government has been superseded by the Equality Framework and we have been assessed as "Achieving" in February 2009. We have until 2011 to progress to the next level which is "Excellent".	October	
	Ensure up-to-date equality schemes in place:			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.	October	
	- Disability scheme	Oct-09				
	- Gender scheme	Apr-10			Work to review this scheme started in January 2010.	February
	Complete roll-out of impact assessment plans across all directorates	Mar-11			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.	October

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Continue to achieve improvements in data quality	Continue to implement data quality action plan – score 3 or equivalent in 2009-10	Mar-10	Deputy Chief Executive	Improved progress in September which was reported to JMT and Cabinet, with more tasks being completed. Still behind schedule overall. By the end of March 2010 all actions in the Data Quality Action Plan will either have been completed or be underway. (There will only be nine continuing to be taken forward, a number of which are, by their nature, continuous processes).	February
Improve the effectiveness of services	Shared Services Review	Aug-09	Deputy Chief Executive	The business case was completed August 2009 and the recommendations approved by JMT and HHT Board. These recommendations included a soft market sounding, completed October 2009, together with a procurement quick wins review. An update on the Soft Market exercise was taken to Cabinet, PCT and HHT Board December 2009. Formal approval to the Business case was given by Cabinet (18/02), PCT Board (25/02) and Trust Boards management team. Approval has been given for the preferred partnership model (Public / Public JV Co) on 18/03 (Cabinet), 25/03 (PCT Board). HHT are exploring this option in further detail and have not formally approved as yet. Work continues in preparing a shadow JV for July 2010, final decisions subject to Cabinet and Trust Board approvals. A supporting communications plan includes member / non-executive director, staff and Trade Union briefings. A Trade Union Staff consultative forum is in place, inaugural meeting in April 2010.	October
Improve customer service	Customer Strategy	To be confirmed	Deputy Chief Executive	The Customer 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 in January 2010.	October